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ABSTRACT

The curriculum guide for office occupations is one of five guides written and field tested in a project to develop statewide articulated competency-based curricula in selected vocational education programs. For each of the 32 job titles listed in the guide, the overall goal, specific tasks, and performance objectives and criterion-referenced measures are detailed. Comprising the major portion of the document is a sample learning packet developed for the sales clerk job. A student packet and instructor packet each contains the prerequisites, materials and/or equipment needed, and activities for each of the stated performance objectives. Forms, illustrations, and tests are included. The instructor packet also contains the test answer keys. Information for the job analyses in the guide was obtained from the State Civil Service Manual, Dictionary of Occupational Titles, and various business sources. After establishing the relevancy of the tasks and validity of the performance objectives by questionnaires sent to potential employers, instructors should be able to use the job analyses to develop curriculum and materials to be used in training students for entry level positions. (RG)

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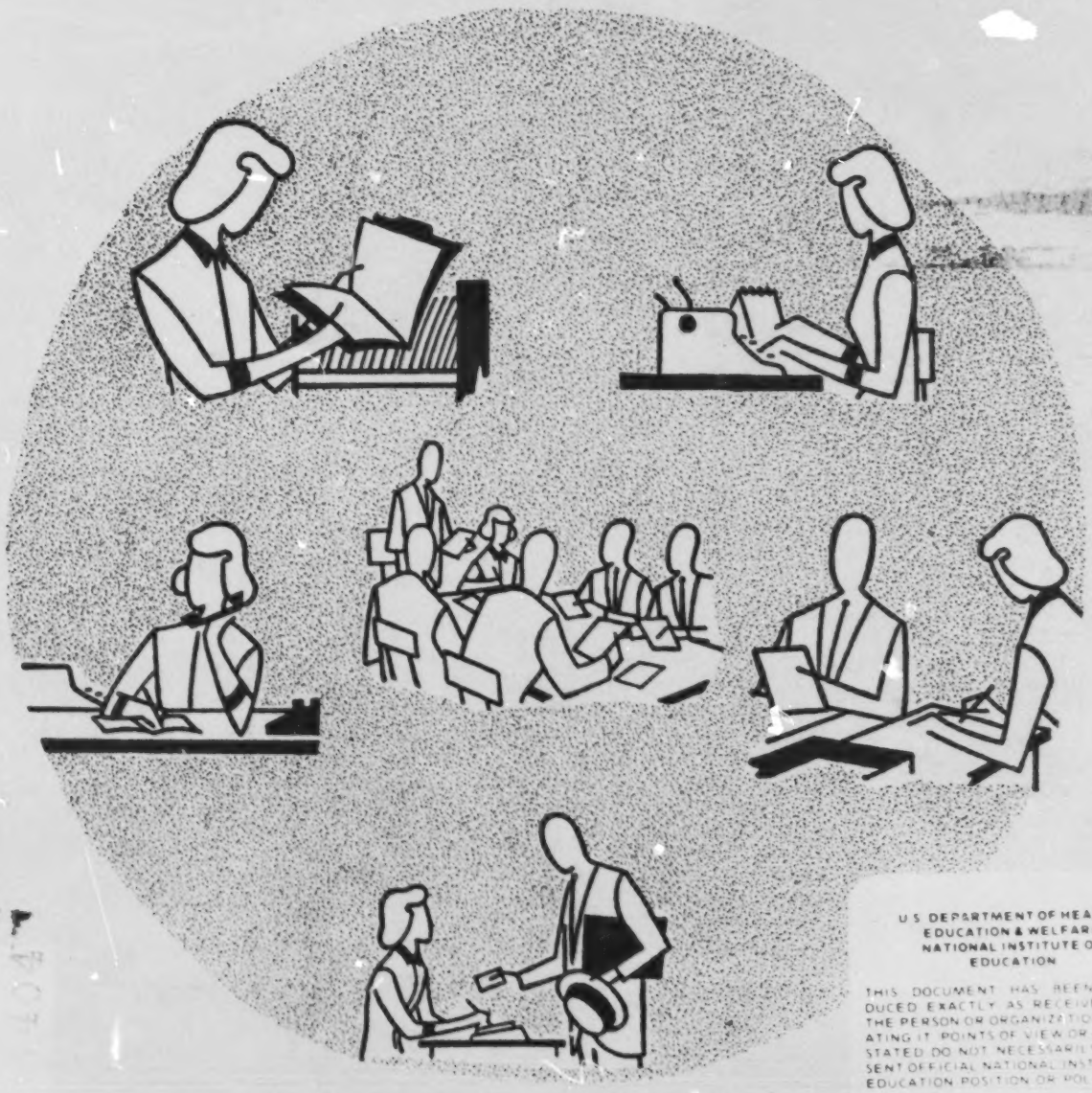

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Final Report

Project No. V0258VZ
Grant No. OEG-0-74-1744

Gertrude M. Enloe, Ed. D.
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A STUDY FOR THE ARTICULATION OF COMPETENCY-BASED CURRICULA FOR THE COORDINATION OF VOCATIONAL-TECHNICAL EDUCATION PROGRAMS IN LOUISIANA

May 1976

U.S. DEPARTMENT OF HEALTH, EDUCATION, AND WELFARE

Office of Education

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Competency-Based Curriculum for Articulated Programs in Office Occupations

Volume VI of six volumes

Gertrude M. Enloe, Ed. D.
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The research reported herein was performed pursuant to a grant with the Office of Education, U.S. Department of Health, Education, and Welfare. Contractors undertaking such projects under Government sponsorship are encouraged to express freely their professional judgment in the conduct of the project. Points of view or opinions stated do not, therefore, necessarily represent official Office of Education position or policy.

U.S. DEPARTMENT OF
HEALTH, EDUCATION, AND WELFARE

Office of Education

National Center for Educational Research and Development

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PURPOSE OF THE STUDY

The Bureau of Vocational Education, Louisiana State Department of Education was awarded a grant to make a study for the articulation of competency-based curricula for the coordination of selected vocational-technical education programs. The five areas selected for study and development of competency-based curricula were: (1) Air-conditioning/Refrigeration, (2) Drafting, (3) Electronics, (4) Nursing, and (5) Office Occupations.

A team of writers worked during the Summer of 1975 developing curricula or guides for teachers on the three institutional levels: Secondary, Post-Secondary, Vocational-Technical, and Associate Degree programs on the collegiate level.

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REPORT OF THE ARTICULATION COMMITTEE

The Committee on Office Occupations obtained job analyses from the State Civil Service Manual, Dictionary of Occupational Titles, and various business sources.

All tasks listed in the job analyses were used to develop terminal performance objectives based on standards required on each job as determined from information obtained from sources such as businesses, textbooks, and State Civil Service brochures.

The job analyses are to be used to update the training for state, federal, and business entry level positions after the relevancy of the tasks and the validity of the performance objectives have been established.

To establish the relevancy of the tasks and the validity of the performance objectives, a questionnaire should be designed and mailed to state, federal, and business office employees and employers. A separate questionnaire would be required for each job analysis, although some job similarities would necessitate using identical questions.

After validating the tasks and performance objectives, instructors will be able to use the job analyses to develop the curriculum and materials to be used in training students for entry level positions.

Articulation on the secondary and post-secondary level would be possible as the students on each level could train for entry level or advance level positions according to their individual abilities and desires. Also, the training would transfer from the secondary to the post-secondary level so that students could begin at their level of competency as established by appropriate testing.

Should students have to leave school before completing their chosen curriculum, the job analyses could be used to determine which entry level positions the students were qualified to obtain without additional training. School counselors could aid the instructors and students by becoming familiar with the job analyses and by using the job analyses to counsel terminating students.

A sample learning packet based on the Sales Clerk's job analysis was developed by the Committee. Student and instructor instructions are included in the packet.

Office Occupations is definitely an area in which training should be conducted using performance based objectives. All training in this area must be based on current business standards to enable students to obtain, succeed, and advance in their chosen vocations.

JOB: ORDER PICKER, WAREHOUSEMAN, OR STOCKMAN

GOAL: The student will be able to obtain, succeed, and advance in an Order Picker, Warehouseman, or Stockman's position.

TASKS:
1. Selects items ordered from stock in warehouse.
2. Checks stock number, name, and quantity against order form.
3. Keeps records of items removed from the warehouse.

PERFORMANCE OBJECTIVES AND CRITERION-REFERENCED MEASURES:

1.01 Given a kit containing 10 requisition forms and the stock number of items in bins or on racks, the student will be able to locate each item with 98 percent accuracy.

2.01 Given a kit containing 10 requisition forms and items which have been selected from stock, the student will be able to check the stock number and quantity of items ordered against the items which were selected, and verify each item with 98 percent accuracy.

3.01 Given 10 stock requisition forms which have been filled, the student will be able to maintain a record of merchandise removed from stock with 96 percent accuracy.

JOB: CASHIER

GOAL: The student will be able to obtain, succeed, and advance in a Cashier's position.

TASKS:
1. Receives payment and makes change.
2. Rechecks or computes bill.
3. Rings sale on cash register.
4. Reads and records details on cash register and verifies against cash on hand.

PERFORMANCE OBJECTIVES AND CRITERION-REFERENCED MEASURES:

1.01 Given 30 prepared bills, the student will make change in 15 minutes with 95 percent accuracy when given amounts greater than the bills.

2.01 Given 30 prepared bills, the student will use the cash register to recheck or compute bills in 15 minutes with 95 percent accuracy.

3.01 Given 30 prepared bills, the student will ring sales on the cash register in 15 minutes with 95 percent accuracy.

4.01 At the end of the work period each day, using cash register tape, currency, checks, and coins, the student will be able to verify cash on hand with 100 percent accuracy.

JOB: SALES CLERK*

GOAL: The student will be able to obtain, succeed, and advance in a Sales Clerk's position.

TASKS:
1. Prepares cash and credit sales tickets.
2. Receives payment for merchandise and makes change.
3. Prepares credit memo forms.
4. Stocks shelves.
5. Wraps and bags merchandise.
6. Demonstrates positive attitudes toward co-workers and customers.

PERFORMANCE OBJECTIVES AND CRITERION-REFERENCED MEASURES:

1.01 Given 10 sales tickets of varied length, the student will be able to complete cash or credit sales tickets in 30 minutes with 97 percent accuracy.

2.01 Given 20 sales transactions, the student will make change in 15 minutes with 95 percent accuracy when given amounts greater than the sales tickets.

3.01 Given 10 credit memo forms covering different types of merchandise, the student will be able to complete the forms with 95 percent accuracy.

4.01 Given instructor- and student-prepared materials, the student will demonstrate ability to stock shelves according to instructor-prepared instructions.

5.01 Given a simulation kit with wrapping paper, bags, and merchandise, the student will demonstrate ability to wrap and bag different types of merchandise according to instructions contained in the simulation kit.

6.01 Given 5 instructor-prepared case histories concerning human relations, the student will analyze 4 of the case histories with 95 percent accuracy.

* A sample learning packet based on the Sales Clerk's job analysis is included in this guide beginning on page 69.

JOB: MAIL CLERK

GOAL: The student will be able to obtain, succeed, and advance in a Mail Clerk's position.

TASKS:
1. Processes outgoing mail.
2. Processes incoming mail.
3. Forwards mail.
4. Handles specialized mail.
5. Keeps postage meter record and uses postage meter.
6. Uses U.S. Zip Code Directory and U.S. Postal Manual.
7. Prepares parcels for mailing.

PERFORMANCE OBJECTIVES AND CRITERION-REFERENCED MEASURES:

1.01 Given 30 pieces of outgoing mail, postage scale, U.S. Postal Manual, the student will be able to weigh items, mark correct and appropriate postage on each item, and deposit the item in the appropriate place in 60 minutes.

1.02 Given 100 addressed envelopes, the student will be able to presort by Zip Code, bundle and tie letters in quantities, labeling out of town, local, or specialized mail according to bulk mailing regulations in 60 minutes with 100 percent accuracy.

2.01 Given 30 pieces of incoming mail and date stamp, the student will be able to open--except confidential or personal--stamp, and sort in 30 minutes with 95 percent accuracy.

3.01 Given 20 pieces of assorted mail, instructions as to which mail is to be forwarded, forwarding addresses, the student will be able to readdress and process each appropriate piece of mail in accordance with instructor's directions in 60 minutes with 95 percent accuracy.

4.01 Given 30 pieces of specialized mail (special delivery, registered, certified, insured, C.O.D.), postage scale, and a U.S. Postal Manual, the student will be able to determine the appropriate method of sending mail and determine postage and fees for each in 60 minutes with 95 percent accuracy.

5.01 Given a postage meter, a postage meter record book, and 50 pieces of varied mail each day, the student will be able to maintain the postage meter record for one week, making daily entries in the meter book with 100 percent accuracy.

5.02 Given 30 pieces of mail, a postage scale, and a postage meter, the student will be able to place correct amount of postage on each piece of mail in 30 minutes with 100 percent accuracy.

MAIL CLERK Cont'd

6.01 Given 100 envelopes, addresses, and U.S. Zip Code Directory, the student will be able to determine the Zip Code for each address in 50 minutes with 100 percent accuracy.

7.01 Given 10 parcels to be prepared for mailing and a U.S. Postal Manual, the student will wrap and tie parcels, weigh and determine the correct postage in 50 minutes with 95 percent accuracy.

JOB: STOCK CLERK

GOAL: The student will be able to obtain, succeed, and advance in a Stock Clerk's position.

TASKS:
1. Accepts goods for storage from the receiving clerk and enters information about goods received into the stock records.
2. Stores goods in proper place in warehouse.
3. Enters information on bin tickets.
4. Releases stock from the stockroom upon receipt of a stock requisition.
5. Takes physical or book inventory.

PERFORMANCE OBJECTIVES AND CRITERION-REFERENCED MEASURES:

1.01 Given 20 stock record cards and a list of 100 items received, the student will complete the stock record cards with 96 percent accuracy.

2.01 Given a master inventory list and 100 items received, the student will indicate where the items should be stored with 96 percent accuracy.

3.01 Given 20 bin tickets and 100 items to be stored, the student will complete the bin tickets with 96 percent accuracy.

4.01 Given a kit containing stock requisition forms, bin tickets, and stock record cards, the student will demonstrate the ability to release stock from the stockroom with 96 percent accuracy.

5.01 Given 20 stock records and an inventory form, the student will be able to complete the inventory form with 96 percent accuracy.

JOB: INVENTORY CLERK

GOAL: The student will be able to obtain, succeed, and advance in an Inventory Clerk's position.

TASKS:
1. Keeps records of amount, kind, and value of merchandise.
2. Counts items in bins, on shelves, on racks, or in other storage areas.
3. Keeps records of goods received and goods shipped.
4. Prepares lists of merchandise and indicates which items are low.

PERFORMANCE OBJECTIVES AND CRITERION-REFERENCED MEASURES:

1.01 Given 20 merchandise receipts, the student will be able to record amount, kind, and value of merchandise with 95 percent accuracy.

2.01 Given a kit containing 100 varied types of merchandise on hand, the student will count and record items with 95 percent accuracy.

3.01 Given 20 invoices and receipts, the student will be able to complete records of goods received and goods shipped with 95 percent accuracy.

4.01 Given inventory records of 100 varied types of merchandise, the student will be able to itemize inventory and indicate items which are low with 95 percent accuracy.

JOB: RECEIVING CLERK

GOAL: The student will be able to obtain, succeed, and advance in a Receiving Clerk's position.

TASKS:
1. Assists with the unloading of incoming merchandise.
2. Inspects the condition of incoming shipments and signs carrier's receipts.
3. Prepares vouchers to pay for delivery charges.
4. Keeps records of goods received.
5. Checks contents of packages.
6. Routes goods received to proper storage areas.

PERFORMANCE OBJECTIVES AND CRITERION-REFERENCED MEASURES:

1.01 Given a list of receiving equipment and 100 types of merchandise, the student will demonstrate his ability to select and use suitable receiving equipment by matching the correct receiving equipment with the type of merchandise with 95 percent accuracy.

2.01 Given a kit containing 15 carrier's receipts, the student will demonstrate his ability to inspect the condition of merchandise and complete all receipts with 95 percent accuracy.

3.01 Given 15 vouchers and a rate chart, the student will complete delivery charges with 95 percent accuracy.

4.01 Given 25 receiving cards, the student will complete information on goods received with 95 percent accuracy.

5.01 Given a kit containing 10 orders of merchandise, the student will demonstrate the correct procedure for checking package content with 95 percent accuracy.

6.01 Given a list of storage areas and 100 types of goods received, the student will route goods to proper storage areas with 95 percent accuracy.

JOB: SHIPPING CLERK

GOAL: The student will be able to obtain, succeed, and advance in a Shipping Clerk's position.

TASKS:
1. Counts and compares quantity and identification of items with the order.
2. Selects container and appropriate packing materials, inserts merchandise, seals, and places identifying information on container.
3. Selects an appropriate carrier.
4. Weighs containers; computes and attaches postage
5. Prepares shipping documents and records items shipped.
6. Receives and makes routine telephone calls concerning shipments.
7. Files invoices according to alphabetic filing system.

PERFORMANCE OBJECTIVES AND CRITERION-REFERENCED MEASURES:

1.01 Given 20 invoices of varied length and complexity, the student will be able to count and compare quantities and identification of items on the invoices with the shipment with 95 percent accuracy.

2.01 Given 10 unassembled containers of varied sizes, the student will demonstrate the ability to select the appropriate container and assemble each container with 95 percent accuracy.

2.02 Given 20 preassembled containers and packing materials, the student will be able to fill the containers efficiently, close, and label the containers with 95 percent accuracy.

3.01 Given a list of shipping services available and 20 varied types of shipping containers, the student will select the appropriate carrier with 95 percent accuracy.

4.01 Given a ten-key printing calculator and 20 varied jobs, the student will be able to operate the machine with the touch system for 3 minutes at a minimum rate of 100 digits per minute with a maximum of 3 errors.

4.02 Given a simulation kit containing zone charts, postal rate charts, insurance charts, special postage charts, 20 varied containers, scales, and a ten-key printing calculator, the student will be able to weigh, compute, and attach postage with 95 percent accuracy.

5.01 Given 20 orders for merchandise and varied business forms, the student will demonstrate the ability to prepare bills of lading and records of shipment with 95 percent accuracy.

6.01 Given a telephone assimilator and 10 varied shipping problems or situations, the student will be able to handle the calls promptly and efficiently with 98 percent accuracy.

SHIPPING CLERK Cont'd

7.01 Given 30 coded documents, the student will be able to sort the documents in 20 minutes with 97 percent accuracy using the alphabetic filing system.

JOB: AIRLINE RESERVATION CLERK

GOAL: The student will be able to obtain, succeed, and advance in an Airline Reservation Clerk's position.

TASKS:
1. Makes and confirms reservations for passengers on scheduled airline flights using timetables, airline manuals, and reference guides.
2. Answers inquiries regarding departures, arrivals, and baggage limitations.

PERFORMANCE OBJECTIVES AND CRITERION-REFERENCED MEASURES:

1.01 Given a telephone assimilator, airline manual, timetable, and 20 telephone reservation situations prepared by the instructor, the student will be able to execute the 20 situations with 98 percent accuracy.

1.02 Given a telephone assimilator, timetable, and 10 telephone situations prepared by the instructor, the student will be able to confirm reservations with 98 percent accuracy.

2.01 Given a telephone assimilator, airline manual, and 20 instructor-prepared situations, the student will be able to answer inquiries about rates for different classes of service.

2.02 Given a telephone assimilator, timetable, and 10 instructor-prepared inquiries, the student will be able to answer inquiries promptly about departures and arrivals with 98 percent accuracy.

JOB: TRAVEL CLERK

GOAL: The student will be able to obtain, succeed, and advance in a Travel Clerk's position.

TASKS:
1. Plans routes; marks road maps; and computes mileage, using a ten-key adding machine.
2. Answers inquiries orally and by mail as to accommodations, points of interest, and time zones.
3. Files documents.

PERFORMANCE OBJECTIVES AND CRITERION-REFERENCED MEASURES:

1.01 Given 15 instructor-prepared requests and road maps, the student will be able to locate desired geographic point, trace route between specified points, and compute mileage with 95 percent accuracy.

1.02 Given a ten-key adding machine and 30 varied jobs, the student will be able to operate the machine at a minimum rate of 60 digits per minute for 3 minutes with 90 percent accuracy.

2.01 Given 25 varied requests prepared by the instructor and the Hotel and Motel Red Book, the student will be able to answer the 25 inquiries promptly and efficiently with 95 percent accuracy.

2.02 Given 50 cities and a map showing time zones in the United States, the student will be able to identify the time zones observed in each city.

2.03 Given 10 envelopes and a list of addresses, the student will manually address and stuff the envelopes in 15 minutes with 100 percent accuracy.

2.04 Given 5 instructor-prepared case histories concerning human relationships, the student will be able to analyze 4 of the case histories with 95 percent accuracy.

3.01 Given a simulation file kit containing 50 previously sorted documents, the student will be able to file the documents in 20 minutes with 97 percent accuracy using the alphabetic filing system.

3.02 Given a simulation file kit containing 30 previously sorted documents, the student will be able to file the documents in 15 minutes with 97 percent accuracy using the geographic filing system.

JOB: TICKET AGENT

GOAL: The student will be able to obtain, succeed, and advance in a Ticket Agent's position.

TASKS:
1. Plans routes.
2. Sells tickets; computes cost of tickets; accepts money; and makes change.
3. Uses timetables and rate schedules; gives information regarding departures and arrivals.
4. Keeps daily balance sheets of tickets sold and cash received.

PERFORMANCE OBJECTIVES AND CRITERION-REFERENCED MEASURES:

1.01 Given a rate schedule and 20 instructor-prepared situations, the student will be able to plan routes and compute cost of tickets with 100 percent accuracy.

2.01 Given 20 opportunities, the student will be able to issue tickets and make change in 20 minutes with 100 percent accuracy when given amounts greater than cost of tickets.

3.01 Given timetables and 20 inquiries prepared by the instructor, the student will be able to answer promptly inquiries regarding departures and arrivals with 98 percent accuracy.

4.01 Given 7 instructor-prepared forms, the student will be able to keep a daily record of tickets sold and cash received for one week with 100 percent accuracy.

JOB: FILE CLERK OR RECORDS CLERK

GOAL: The student will be able to obtain, succeed, and advance in a File Clerk's or Record Clerk's position.

TASKS:
1. Codes documents.
2. Indexes and cross-references documents.
3. Sorts and files according to alphabetic, geographic, numeric, and subject filing systems.
4. Locates and retrieves filed documents.
5. Keeps in- and out-cards on documents removed from the files.

PERFORMANCE OBJECTIVES AND CRITERION-REFERENCED MEASURES:

1.01 Given 50 varied documents, the student will be able to code the documents in 40 minutes with 97 percent accuracy.*

2.01 Given 40 varied documents, the student will be able to index and cross-reference the documents in 30 minutes with 97 percent accuracy.

3.01 Given 30 coded documents, the student will be able to sort the documents in 20 minutes with 97 percent accuracy using the alphabetic filing system.

3.02 Given 25 coded documents, the student will be able to sort the documents in 15 minutes with 97 percent accuracy using the geographic filing system.

3.03 Given 60 coded documents, the student will be able to sort the documents in 15 minutes with 97 percent accuracy using the numeric filing system.

3.04 Given 30 coded documents, the student will be able to sort the documents in 20 minutes with 97 percent accuracy using the subject filing system.

3.05 Given a simulation file kit containing 50 previously sorted documents, the student will be able to file the documents in 20 minutes with 97 percent accuracy using the alphabetic filing system.

3.06 Given a simulation file kit containing 30 previously sorted documents, the student will be able to file the documents in 15 minutes with 97 percent accuracy using the geographic filing system.

3.07 Given a simulation file kit containing 70 previously sorted documents, the student will be able to file the documents in 30 minutes with 97 percent accuracy using the numeric filing system.

*These performance objective standards were established by Records Controls, Inc., based on surveys of several hundred firms.

FILE CLERK OR RECORDS CLERK Cont'd

3.08 Given a simulation file kit containing 30 previously sorted documents, the student will be able to file the documents in 15 minutes with 97 percent accuracy using the subject filing system.

4.01 Given a simulation file kit containing 10 misfiled documents and a list of the misfiled documents, the student will be able to locate and file the documents in 30 minutes with 97 percent accuracy using the alphabetic filing system and previously learned rules for locating misfiled documents.

5.01 Given 20 in- and out-cards and information on 20 records removed from the files, the student will complete the in- and out-cards in 15 minutes with 97 percent accuracy.

JOB: OFFICE MACHINES OPERATOR

GOAL: The student will be able to obtain, succeed, and advance in an Office Machine Operator's position.

TASKS:
1. Operates the ten-key adding machine, printing calculator, and the electronic calculator.
2. Operates the posting machine.
3. Operates the mimeograph and/or spirit duplicator.
4. Operates the postage meter machine, and postage scale; wraps parcel post packages; uses Zip Code Directory and U.S. Postal Manual.

PERFORMANCE OBJECTIVES AND CRITERION-REFERENCED MEASURES:

1.01 Given a ten-key adding machine and 20 varied jobs, the student will be able to operate machine with the touch system for 3 minutes at a minimum rate of 100 digits per minute with a maximum of 3 errors.

1.02 Given a ten-key printing calculator and 25 varied jobs, the student will be able to operate machine with touch system for 3 minutes at a minimum rate of 100 digits per minute with a maximum of 3 errors.

1.03 Given a full-keyboard adding listing machine and 20 varied jobs, the student will be able to operate machine for 3 minutes at a minimum rate of 50 digits per minute with a maximum of 3 errors.

1.04 Given an electronic calculator and 40 varied jobs, the student will be able to operate machine at a minimum rate of 60 digits per minute for 3 minutes with 90 percent accuracy.

1.05 Given an electronic calculator and a given set of problems involving addition, subtraction, multiplication and division, the student will be able to operate machine with 90 percent accuracy.

2.01 Given a posting machine, accounts receivable journal, accounts payable journal, and 50 ledger cards, the student will be able to post accounts to the 50 ledger cards in 60 minutes with 95 percent accuracy.

3.01 Given a mimeograph or spirit duplicating machine, the student will be able to reproduce 250 legible copies of a stencil or 50 copies of a prepared master with proper alignment, balance, and other traits of appearance within 5 minutes with 98 percent accuracy.

3.02 Given a mimeograph or spirit duplicating machine and necessary cleaning supplies, the student will be able to clean machines and add fluid or ink, when needed, in 10 minutes with 95 percent accuracy.

OFFICE MACHINES OPERATOR Cont'd

4.01 Given 25 pieces of varied mail (special delivery, registered, certified, insured, C.O.D.), postage scale, and U.S. Postal Manual, the student will be able to determine postage and fees for each with 98 percent accuracy.

4.02 Given a postage meter, a postage meter record book, and 50 pieces of varied mail each day, the student will be able to maintain the postage meter record for one week, making daily entries in the meter book with 100 percent accuracy.

4.03 Given 30 pieces of mail, a postage scale, and a postage meter, the student will be able to place correct amount of postage on each piece of mail in 30 minutes with 100 percent accuracy.

4.04 Given 100 envelopes, addresses, and U.S. Zip Code Directory, the student will be able to determine the correct Zip Code for each address in 50 minutes with 100 percent accuracy.

4.05 Given 10 parcels to be prepared for mailing and a U.S. Postal Manual, the student will be able to wrap and tie the parcels and weigh and determine the correct postage in 10 minutes with 98 percent accuracy.

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JOB: BANK TELLER

GOAL: The student should be able to obtain, succeed, and advance in a Bank Teller's position.

TASKS:
1. Receives checks and cash for deposit.
2. Verifies amounts using ten-key printing calculator and examines checks for endorsements.
3. Enters deposits in depositor's passbooks or issues receipts.
4. Cashes checks and makes change.
5. Keeps record of money and negotiable instruments involved in banking transactions.
6. Prepares cashier checks, money orders, and traveler's checks.

PERFORMANCE OBJECTIVES AND CRITERION-REFERENCED MEASURES:

1.01 Given 12 opportunities, the student will be able to verify amounts on deposit slips, examine checks for appropriate endorsement, and initial and stamp deposit slip in 60 minutes with 98 percent accuracy.

2.01 Given a ten-key printing calculator and 30 varied jobs, the student will be able to operate the machine at a minimum rate of 60 digits per minute for 3 minutes with 90 percent accuracy.

3.01 Given 15 opportunities and passbooks or receipts, the student will be able to enter the deposit in depositor's passbook or issue him a receipt in 15 minutes with 100 percent accuracy.

4.01 Given 15 opportunities using checks and various denominations of money, the student will be able to cash checks or make change as instructed in 30 minutes with 100 percent accuracy.

5.01 Given the 12 forms completed in Performance Objective No. 1.01, the student will be able to record the banking transactions in 12 minutes with 98 percent accuracy.

6.01 Given 3 cashier checks, 3 money orders, 3 traveler's checks, and instructor-prepared directions, the student will be able to prepare the documents in 30 minutes with 100 percent accuracy.

JOB: PAYROLL CLERK

GOAL: The student will be able to obtain, succeed, and advance in a Payroll Clerk's position.

TASKS:
1. Computes employee's net pay.
2. Maintains and verifies payroll register, and employees' earning records using the ten-key printing calculator.
3. Makes state and federal quarterly and yearly payroll reports using the ten-key printing calculator.
4. Prepares the payroll checks.

PERFORMANCE OBJECTIVES AND CRITERION-REFERENCED MEASURES:

1.01 Given 10 punched time cards, the student will be able to compute and verify gross pay in 60 minutes with 95 percent accuracy.

1.02 Given 10 forms, payroll register, tax schedule, and other deduction information, the student will be able to compute and verify net pay in 60 minutes with 95 percent accuracy.

1.03 Given a ten-key printing calculator and 30 varied jobs, the student will be able to operate machine with touch system for 3 minutes at a minimum rate of 75 digits per minute with a maximum of 3 errors.

2.01 Given 10 payroll register forms and employee earnings records, the student will be able to complete and verify in 60 minutes with 95 percent accuracy.

3.01 Given 10 employee earnings records and state and federal quarterly and yearly payroll report forms, the student will be able to complete the forms in 60 minutes with 100 percent accuracy.

4.01 Given 10 checks and supporting payroll register, the student will be able to complete check stubs and prepare payroll checks in 10 minutes with 100 percent accuracy.

JOB: CLERK I (State Civil Service Classification)

GOAL: The student will be able to obtain, succeed, and advance in a Clerk I's position.

TASKS:
1. Files documents.
2. Sorts and routes incoming mail.
3. Prepares outgoing mail.
4. Proofreads, sorts varied materials, and checks computations of others for accuracy.
5. Checks forms, lists, questionnaires, and similar material against established requirements.
6. Receives and receipts for cash payments where amounts due and fund distribution are computed by other employees.
7. Performs simple posting where errors would not lead to serious consequences.
8. Compiles simple records and reports not requiring the making of difficult decisions.
9. May do incidental typing where accuracy rather than speed is essential.
10. May operate a manual addressograph, adding machine, ditto duplicator, or other common office equipment not requiring previous training or experience.

PERFORMANCE OBJECTIVES AND CRITERION-REFERENCED MEASURES:

1.01 Given 50 varied documents, the student will be able to code the documents in 40 minutes with 97 percent accuracy.

1.02 Given 40 varied documents, the student will be able to index and cross-reference the documents in 30 minutes with 97 percent accuracy.

1.03 Given 30 coded documents, the student will be able to sort the documents in 20 minutes with 97 percent accuracy using the alphabetic filing system.

1.04 Given 25 coded documents, the student will be able to sort documents in 15 minutes with 97 percent accuracy using the geographic filing system.

1.05 Given 60 coded documents, the student will be able to sort the documents in 15 minutes with 97 percent accuracy using the numeric filing system.

1.06 Given 30 coded documents, the student will be able to sort the documents in 20 minutes with 97 percent accuracy using the subject filing system.

1.07 Given a simulation file kit containing 50 previously sorted documents, the student will be able to file the documents in 20 minutes with 97 percent accuracy using the alphabetic filing system.

CLERK I Cont'd

1.08 Given a simulation file kit containing 30 previously sorted documents, the student will be able to file the documents in 15 minutes with 97 percent accuracy using the geographic filing system.

1.09 Given a simulation file kit containing 70 previously sorted documents, the student will be able to file the documents in 30 minutes with 97 percent accuracy using the numeric filing system.

1.10 Given a simulation file kit containing 30 previously sorted documents, the student will be able to file the documents in 15 minutes with 97 percent accuracy using the subject filing system.

1.11 Given a simulation file kit containing 10 misfiled documents and a list of the misfiled documents, the student will be able to locate and file the documents in 30 minutes with 97 percent accuracy using the alphabetic filing system and previously learned rules for locating misfiled documents.

1.12 Given 20 in- and out-cards and information on 20 records removed from the files, the student will complete the in- and out-cards in 15 minutes with 97 percent accuracy..

2.01 Given 25 pieces of incoming mail, date stamp, and sorting trays, the student will be able to stamp, sort, and distribute the mail in 40 minutes with 99 percent accuracy.

3.01 Given 30 pieces of mail, postage scale, and a postage chart, the student will be able to record the amount of postage on each piece of mail in 45 minutes with 99 percent accuracy.

4.01 Given 10 prepared invoices and an adding machine, the student will check the computations on the invoices in 20 minutes with 100 percent accuracy.

5.01 Given 10 varied business documents and reference materials, the student will check the documents against established requirements in the reference materials in 50 minutes with 98 percent accuracy.

6.01 Given 10 cash payments slips and a cash receipts book, the student will record the payments and issue receipts with 100 percent accuracy.

7.01 Given 10 invoices and 10 accounts receivable ledger cards, the student will post the invoices to the ledger cards in 10 minutes with 98 percent accuracy.

8.01 Given 10 documents, a report form, and written instructions, the student will list the specified information from the documents onto the report form in 20 minutes with 98 percent accuracy.

JOB: CLERK II (State Civil Service Classification)

GOAL: The student will be able to obtain, succeed, and advance in a Clerk II's position.

TASKS:
1. Examines payrolls, vouchers, invoices, statements, requisitions, and reports for completeness, conformity with regulations, and accuracy of computations and follows up discrepancies in person or by correspondence.
2. Prepares payrolls from employees' time reports, checks time of employees, distributes time to various jobs, handles discrepancies, and keeps other employee records.
3. Prepares memorandum records of departmental activities.
4. Compiles data from office records for use by a superior where some judgement must be exercised in the selection of the data.
5. May do incidental typing where accuracy rather than speed is essential.

PERFORMANCE OBJECTIVES AND CRITERION-REFERENCED MEASURES:

1.01 Given a completed weekly payroll register for 10 employees, containing errors, the student will verify and correct the errors in 30 minutes with 100 percent accuracy.

1.02 Given 10 prepared vouchers and reference materials, the student will verify all information in 15 minutes with 100 percent accuracy.

1.03 Given 10 completed invoices of varying length, the student will verify all figures on the invoices in 20 minutes with 100 percent accuracy.

1.04 Given 10 statements, the student will verify all figures on the statements in 20 minutes with 100 percent accuracy.

1.05 Given 5 requisitions and related reference materials, the student will verify all information on the requisitions in 15 minutes with 100 percent accuracy.

1.06 Given 5 reports and related reference materials, the student will verify all information in the reports in 50 minutes with 100 percent accuracy.

1.07 Given a report that contains an error, the student will compose in 30 minutes an effective letter based on prescribed conditions listed by the instructor.

2.01 Given 10 punched time cards, the student will be able to compute and verify gross pay in 60 minutes with 100 percent accuracy.

CLERK II Cont'd

2.02 Given 10 forms, payroll register, tax schedule, and other deduction information, the student will be able to compute and verify net pay in 60 minutes with 100 percent accuracy.

2.03 Given 10 payroll register forms and employee earnings records, the student will be able to complete and verify the records in 60 minutes with 100 percent accuracy.

3.01 Given a list of varied activities and instructor-prepared instructions, the student will prepare a written report in 30 minutes with 98 percent accuracy.

4.01 Given 10 varied documents and instructor-prepared instructions, the student will compile a report, using selected data from the documents, in 60 minutes with 100 percent accuracy.

5.01 Given 10 labels and a list of addresses, the student will type the addresses on the labels in 20 minutes with 100 percent accuracy.

JOB: GENERAL OFFICE CLERK

GOAL: The student will be able to obtain, succeed, and advance in a General Office Clerk's position.

TASKS:
1. Writes or types bills, statements, receipts, checks or other documents, copying information from one record to another.
2. Proofreads records or forms.
3. Counts, weighs, or measures material.
4. Sorts and files records.
5. Receives money from customers and deposits money in bank.
6. Addresses envelopes or packages by hand, typewriter, or addressograph machine.
7. Stuffs envelopes by hand or with envelope stuffing machine.
8. Answers telephone and conveys messages.
9. Stamps, sorts, and distributes mail.
10. Stamps or numbers forms by hand or machine.
11. Operates office duplicating equipment.

PERFORMANCE OBJECTIVES AND CRITERION-REFERENCED MEASURES:

1.01 Given 10 varied business source documents and 10 business forms, the student will be able to copy information from the 10 source documents onto the business forms in 30 minutes with 100 percent accuracy.

2.01 Given 10 varied business documents, the student will proofread, locate, and mark typographical errors in 50 minutes with 100 percent accuracy.

3.01 Given a simulation kit containing instructions, items of merchandise, and scales, the student will count, weigh, and measure the merchandise according to instructions with 100 percent accuracy.

4.01 Given 50 varied documents, the student will be able to code the documents in 40 minutes with 97 percent accuracy.

4.02 Given 40 varied documents, the student will be able to index and cross-reference the documents in 30 minutes with 97 percent accuracy.

4.03 Given 30 coded documents, the student will be able to sort the documents in 20 minutes with 97 percent accuracy using the alphabetic filing system.

4.04 Given 25 coded documents, the student will be able to sort the documents in 20 minutes with 97 percent accuracy using the geographic filing system.

4.05 Given 60 coded documents, the student will be able to sort the documents in 15 minutes with 97 percent accuracy using the numeric filing system.

4.06 Given 30 coded documents, the student will be able to sort the documents in 20 minutes with 97 percent accuracy using the subject filing system.

4.07 Given a simulation file kit containing 50 previously sorted documents, the student will be able to file the documents in 20 minutes with 97 percent accuracy using the alphabetic filing system.

4.08 Given a simulation file kit containing 30 previously sorted documents, the student will be able to file the documents in 15 minutes with 97 percent accuracy using the geographic filing system.

4.09 Given a simulation file kit containing 70 previously sorted documents, the student will be able to file the documents in 30 minutes with 97 percent accuracy using the numeric filing system.

4.10 Given a simulation file kit containing 30 previously sorted documents, the student will be able to file the documents in 15 minutes with 97 percent accuracy using the subject filing system.

4.11 Given a simulation file kit containing 10 misfiled documents and a list of the misfiled documents, the student will be able to locate and file the documents in 30 minutes with 97 percent accuracy using the alphabetic filing system and previously learned rules for finding misfiled documents.

4.12 Given 20 in- and out-cards and information on 20 records removed from the files, the student will complete the in- and out-cards in 15 minutes with 97 percent accuracy.

5.01 Given 10 checks covering payments of customers' accounts, the student will complete a deposit slip in 10 minutes with 100 percent accuracy.

6.01 Given 10 envelopes and a list of addresses, the student will manually address the envelopes in 5 minutes with 100 percent accuracy.

7.01 Given 10 addressed envelopes and letters, the student will stuff the envelopes in 5 minutes with 100 percent accuracy.

8.01 Given a telephone assimilator and 10 telephone situations prepared by the instructor, the student will be able to execute the situations with 98 percent accuracy.

8.02 Given a telephone assimilator, telephone message pad, and pen, the student will be able to record and distribute 15 messages with 100 percent accuracy.

9.01 Given 25 pieces of incoming mail, date stamp, and sorting trays, the student will be able to stamp, sort, and distribute the mail in 40 minutes with 97 percent accuracy.

10.01 Given 100 invoices, the student will manually number the invoices in 10 minutes with 100 percent accuracy.

11.01 Given a mimeograph or spirit duplicating machine, the student will be able to reproduce 250 legible copies of a stencil or 50 copies of a prepared master in 10 minutes with 98 percent accuracy.

GENERAL OFFICE CLERK Cont'd

11.02 Given a mimeograph or spirit duplicating machine and necessary cleaning supplies, the student will be able to demonstrate ability to clean machine and add the ink or fluid, when needed, in 10 minutes with 100 percent accuracy.

JOB: ACCOUNTS RECEIVABLE CLERK

GOAL: The student will be able to obtain, succeed, and advance in an Accounts Receivable Clerk's position.

TASKS:
1. Posts each credit sale to the customer's account.
2. Collects money (payments) from customers and issues receipts.
3. Posts each cash receipt to the customer's account.
4. Posts each credit or allowance to the customer's account.
5. Periodically makes out deposit tickets and deposits the money.
6. Verifies the balances of all customers' accounts in the accounts receivable ledger and sends out monthly statements to all charge customers.
7. Prepares a list, or schedule of accounts receivable, and adds all balances to determine the total owed by customers; compares this total with the total of accounts receivable (control account) in the general ledger.
8. Uses ten-key calculator.
9. Files documents using the alphabetic filing system.

PERFORMANCE OBJECTIVES AND CRITERION-REFERENCED MEASURES:

1.01 Given 10 credit sale slips, the accounts receivable ledger, and the customers' account sheets, the student will be able to post each sale to the customers' accounts in 30 minutes with 95 percent accuracy.

2.01 Given 10 opportunities and a receipt book, the student will be able to accept payment and issue receipts, making change when given amounts greater than the bill, in 30 minutes with 100 percent accuracy.

3.01 Given a cash receipts book and ledger account sheets, the student will be able to post from receipt stubs 10 cash receipts to the proper customer account in 30 minutes with 95 percent accuracy.

4.01 Given 10 credit memos and customers' ledger sheets, the student will be able to post each credit to the customers' accounts in 30 minutes with 95 percent accuracy.

5.01 Given 10 groups of checks, currency and coins, and bank deposit slips, the student will be able to fill out deposit slips, using ABA numbers for checks, and endorse checks manually with restrictive endorsement in 60 minutes with 100 percent accuracy.

6.01 Given 10 customers' ledger sheets and statement forms, the student will be able to verify customers' balances by adding debits to balance and subtracting credits from balance, and prepare a monthly statement for each customer in 20 minutes with 98 percent accuracy.

ACCOUNTS RECEIVABLE CLERK Cont'd

7.01 Given 10 schedules of accounts receivable and the general ledger, the student will be able to add all balances to determine the total owed by customers and compare this total with the total accounts receivable in the general ledger in 10 minutes with 100 percent accuracy.

8.01 Given a ten-key calculator and 30 varied jobs, the student will be able to operate the machine at a minimum rate of 60 digits per minute for 3 minutes with 90 percent accuracy.

9.01 Given a simulation file kit containing 50 previously sorted documents, the student will be able to file the documents in 20 minutes with 97 percent accuracy using the alphabetic filing system.

9.02 Given 20 in- and out-cards and information on 20 records removed from the files, the student will complete the in- and out-cards in 15 minutes with 97 percent accuracy.

JOB: ACCOUNTS PAYABLE CLERK

GOAL: The student will be able to obtain, succeed, and advance in an Accounts Payable Clerk's position.

TASKS:
1. Verifies and checkr extensions and total on each invoice before posting.
2. Figures the due date of each invoice and checks to see if there is a discount when paid by a certain date.
3. Posts purchases to each creditor's account and computes balance of each account.
4. Posts payments to the creditors' accounts and computes new balances.
5. Records any purchase returns or allowances to each creditor's account.
6. Verifies the balances of all creditors' accounts.
7. Pays amount owed to creditors according to terms of invoice.
8. Prepares a list, or schedule of accounts payable, and adds all balances to obtain the total owed to creditors; compares this total with accounts payable in the general ledger to prove the total.
9. Files documents using the alphabetic filing system.
10. Uses ten-key calculator.
11. Writes letters.

PERFORMANCE OBJECTIVES AND CRITERION-REFERENCED MEASURES:

1.01 Given 10 unpaid invoices of varying length, the student will be able to verify invoice computations by checking extensions, sub-totals, sales tax, and totals by machine in 20 minutes with 100 percent accuracy.

2.01 Given 10 unpaid invoices, the student will be able to mark due date, figure discounts, and sort according to payment date in 30 minutes with 100 percent accuracy.

3.01 Given 10 unpaid invoices, accounts payable ledger, and creditors' ledger sheets, the student will be able to post purchases manually to each creditor's account and compute new balances in 30 minutes with 98 percent accuracy.

4.01 Given 10 paid invoices and the creditors' ledger sheets, the student will be able to post payments manually to each creditor's account and compute new balance in 30 minutes with 98 percent accuracy.

5.01 Given 10 purchase returns or allowances and creditors' ledger sheets, the student will be able to subtract returns, computing new balances manually in 20 minutes with 98 percent accuracy.

6.01 Given 10 creditors' accounts, the student will be able to verify manually the balance of each account, adding credits to the balance and subtracting debits from the balance in 20 minutes with 98 percent accuracy.

ACCOUNTS PAYABLE CLERK Cont'd

7.01 Given 10 accounts payable, blank checks, check stubs, check register or cash disbursements journal, the student will be able to pay amounts owed to creditors according to terms of invoice, writing checks in accordance with ABA requirements and filling in check stubs in 30 minutes with 100 percent accuracy.

8.01 Given 10 schedules of accounts payable and a general ledger, the student will be able to add all balances to obtain the total owed to creditors and compare this total with accounts payable total in the general ledger in 10 minutes with 100 percent accuracy.

9.01 Given a simulation file kit containing 50 previously sorted documents, the student will be able to file the documents in 20 minutes with 97 percent accuracy using the alphabetic filing system.

9.02 Given 20 in- and out-cards and information on 20 records removed from the files, the student will be able to complete the in- and out-cards in 15 minutes with 97 percent accuracy.

10.01 Given a ten-key calculator and 30 varied jobs, the student will be able to operate the machine at a minimum rate of 60 digits per minute for 3 minutes with 90 percent accuracy.

11.01 Given 2 invoices that contain an error, the student will be able to compose an effective letter for each based on prescribed conditions listed by the instructor in 60 minutes.

JOB: BOOKKEEPER I (Dictionary of Occupational Titles Classification)

GOAL: The student will be able to obtain, succeed, and advance in a Bookkeeper I's position.

TASKS:
1. Keeps records of financial transactions.
2. Computes employees wages from time cards, and makes up checks.
3. Prepares withholding, social security, and other tax reports.
4. Verifies and enters details of transactions as they occur in chronological order in accounts and cash journals.
5. Operates posting machine.
6. Summarizes details on separate ledgers and transfers data to general ledger.
7. Compiles statistical reports.
8. Mails monthly statements to customers.

PERFORMANCE OBJECTIVES AND CRITERION-REFERENCED MEASURES:

1.01 Given a bookkeeping kit with varied recordkeeping forms and instructions, the student will be able to post, summarize, and maintain legible records of all financial transactions with 98 percent accuracy.

2.01 Given 10 punched time cards, the student will be able to compute and verify gross pay in 60 minutes with 100 percent accuracy.

2.02 Given 10 forms, payroll register, tax schedules, and other deduction information, the student will be able to compute and verify net pay in 60 minutes with 100 percent accuracy.

2.03 Given 10 payroll forms and employee earnings records, the student will be able to complete and verify in 20 minutes with 100 percent accuracy.

2.04 Given a checkbook and supporting payroll register, the student will be able to complete check stubs and prepare 10 payroll checks in 20 minutes with 100 percent accuracy.

3.01 Given a completed payroll register on 10 employees and an adding machine, the student will be able to prepare reports on social security, insurance, and other withholding deductions in 60 minutes with 100 percent accuracy.

4.01 Given 10 prepared invoices and an adding machine, the student will be able to check the computations on the invoices in 20 minutes with 98 percent accuracy.

4.02 Given 10 verified invoices, and cash payments journal, the student will be able to record invoices in chronological order in 20 minutes with 100 percent accuracy.

BOOKKEEPER I Cont'd

4.03 Given 10 varied business documents and reference materials, the student will check the documents against the figures shown on the reference materials in 50 minutes with 98 percent accuracy.

5.01 Given a posting machine, accounts receivable journal, accounts payable journal, and 50 ledger cards, the student will be able to post 25 accounts payable and 25 accounts receivable individual accounts in 60 minutes with 100 percent accuracy.

6.01 Given the accounts payable ledger, an adding machine, and 10 varied accounts, the student will be able to post and prove the accounts in 30 minutes with 100 percent accuracy.

6.02 Given the accounts receivable ledger, an adding machine, and 10 varied cash receipts, the student will be able to post the cash receipts and prove the accounts in 30 minutes with 100 percent accuracy.

6.03 Given 10 invoices, 10 accounts receivable ledger cards, and a posting machine, the student will prove and post the invoices to the ledger cards in 20 minutes with 98 percent accuracy.

7.01 Given 10 documents, a report form, and written instructions, the student will be able to copy the information from documents onto the report form in 20 minutes with 98 percent accuracy.

8.01 Given 30 pieces of outgoing mail, postage scale, and U.S. Postal Manual, the student will be able to weigh items, mark correct and appropriate postage on each item, and deposit mail in appropriate place in 60 minutes with 98 percent accuracy.

JOB: KEYPUNCH OPERATOR

GOAL: The student will be able to obtain, succeed, and advance in a Keypunch Operator's position.

TASKS:
1. Keypunches numeric and alphabetic data from varied source documents onto punched cards.
2. Mounts program cards on the program drum.
3. Achieves proficiency in the operation of the keypunch machine.
4. Prepares program cards.
5. Removes jammed cards.

PERFORMANCE OBJECTIVES AND CRITERION-REFERENCED MEASURES:

1.01 Given a kit with punching instructions for 10 programs, the basic program codes, and 10 IBM cards, the student will prepare the program cards in 50 minutes with 96 percent accuracy.

2.01 Given 6 IBM cards, the student will mount the 6 cards on the drum in 3 minutes with 100 percent accuracy.

3.01 Given a kit with punching instructions for an inventory job with equal fields and 17 IBM cards, the student will prepare a program card and keypunch the 17 cards in 30 minutes with 96 percent accuracy using numeric source data.

3.02 Given a kit with punching instructions for an inventory job with unequal fields and 17 IBM cards, the student will prepare a program card and keypunch the 17 cards in 30 minutes with 96 percent accuracy using numeric source data.

3.03 Given a kit with punching instructions for a sales job and 25 IBM cards, the student will prepare a program card and keypunch the 25 cards in 35 minutes with 96 percent accuracy using numeric and alphabetic source data.

3.04 Given a kit with punching instructions for a payroll job and 75 IBM cards, the student will prepare a program card and keypunch the 75 cards in 1 hour and 25 minutes with 96 percent accuracy using numeric and alphabetic source data.

3.05 Given a kit with punching instructions for an accounts receivable job and 145 IBM cards, the student will prepare a dual program card and keypunch the 145 cards in 3 hours with 96 percent accuracy using numeric and alphabetic source data.

3.06 Given a kit with punching instructions for an accounts payable job and 152 IBM cards, the student will prepare a dual program card and keypunch the 152 cards in 3 hours with 96 percent accuracy using numeric and alphabetic source data.

KEYPUNCH OPERATOR Cont'd

3.07 Given a kit with punching instructions for a Cobol program job and 13 IBM cards, the student will prepare a program card and keypunch the 13 cards in 30 minutes with 96 percent accuracy using numeric and alphabetic source data.

3.08 Given a kit with punching instructions for a Fortran program job and 20 IBM cards, the student will prepare a program card and keypunch the 20 cards in 40 minutes with 96 percent accuracy using numeric and alphabetic source data.

3.09 Given instructor-prepared payroll punching information, program card, and 112 IBM cards to be used in four 15-minute timings, the student will keypunch 28 cards in each 15-minute timing with 96 percent accuracy.

4.01 Given instructor-prepared instructions and 4 IBM cards, the student will plan the program card format and keypunch the 4 program cards in 60 minutes with 96 percent accuracy.

5.01 Given a keypunch machine with jammed cards and a sawtooth file, the student will remove the cards and keypunch instructor-prepared data onto an IBM card to demonstrate that the jammed cards were correctly removed and the keypunch machine is functioning properly.

JOB: RECEPTIONIST (State Civil Service Classification)

GOAL: The student will be able to obtain, succeed, and advance in a Receptionist's position.

TASKS:
1. Receives visitors, clients, or customers.
2. Answers telephone.
3. Keeps record of callers.
4. Answers routine inquiries.
5. Makes appointments.
6. Performs variety of clerical duties.
7. Uses city telephone directory.
8. Sorts and files correspondence and other varied documents.

PERFORMANCE OBJECTIVES AND CRITERION-REFERENCED MEASURES:

1.01 Given 5 receptionist jobs in the General Office kit, the student will be able to handle situations promptly and efficiently with 98 percent accuracy.

1.02 Given 10 receptionist workbook jobs, the student will be able to handle situations accurately, promptly and efficiently with 98 percent accuracy.

1.03 Given 5 receptionist jobs in a secretarial workbook, the student will be able to handle the situations promptly and efficiently with 98 percent accuracy.

1.04 Given 15 opportunities to act as receptionist in the school office, the student will be able to handle all situations promptly and efficiently with 98 percent accuracy.

2.01 Given a telephone assimilator and 20 varied situations prepared by the instructor, the student will be able to handle the situations promptly and efficiently with 98 percent accuracy.

2.02 Given 10 varied telephone jobs from a receptionist workbook, the student will be able to answer calls promptly and efficiently with 98 percent accuracy.

2.03 Given 15 opportunities to answer the telephone in the school office, the student will be able to handle the calls promptly and efficiently with 98 percent accuracy.

3.01 Given a telephone assimilator, pad, and pen, the student will be able to record 15 incoming calls neatly with 100 percent accuracy.

4.01 Given 20 varied business inquiries prepared by the instructor or taken from a receptionist workbook, the student will be able to answer the inquiries promptly and efficiently with 98 percent accuracy.

5.01 Given 25 varied appointment situations from workbook or instructor-prepared materials, the student will be able to make the appointments with 100 percent accuracy.

RECEPTIONIST Cont'd

6.01 Given an Advanced Typewriting Office Practice kit, the student will be able to complete all jobs in the kit promptly, neatly, and efficiently with 95 percent accuracy.

7.01 Given a list of 25 names, the student will be able to locate and list the telephone numbers of the names in 10 minutes with 98 percent accuracy.

8.01 Given 50 varied documents, the student will be able to code the documents in 40 minutes with 97 percent accuracy.

8.02 Given 40 varied documents, the student will be able to index and cross-reference the documents in 30 minutes with 97 percent accuracy.

8.03 Given 30 coded documents, the student will be able to sort the documents in 20 minutes with 97 percent accuracy using the alphabetic filing system.

8.04 Given 25 coded documents, the student will be able to sort the documents in 15 minutes with 97 percent accuracy using the geographic filing system.

8.05 Given 60 coded documents, the student will be able to sort the documents in 15 minutes with 97 percent accuracy using the numeric filing system.

8.06 Given 30 coded documents, the student will be able to sort the documents in 20 minutes with 97 percent accuracy using the subject filing system.

8.07 Given a simulation file kit containing 50 previously sorted documents, the student will be able to file the documents in 20 minutes with 97 percent accuracy using the alphabetic filing system.

8.08 Given a simulation file kit containing 30 previously sorted documents, the student will be able to file the documents in 15 minutes with 97 percent accuracy using the geographic filing system.

8.09 Given a simulation file kit containing 70 previously sorted documents, the student will be able to file the documents in 30 minutes with 97 percent accuracy using the numeric filing system.

8.10 Given a simulation file kit containing 30 previously sorted documents, the student will be able to file the documents in 15 minutes with 97 percent accuracy using the subject filing system.

8.11 Given a simulation file kit containing 10 misfiled documents and a list of the misfiled documents, the student will be able to locate and file the documents in 30 minutes with 97 percent accuracy using the alphabetic filing system and previously learned rules for locating misfiled documents.

8.12 Given 20 in- and out-cards and information on 20 records removed from the files, the student will complete the in- and out-cards in 15 minutes with 97 percent accuracy.

JOB: TYPIST CLERK I (State Civil Service Classification)

GOAL: The student will be able to obtain, succeed, and advance in a Typist Clerk I's position.

TASKS:

1. Types final copy from rough draft; transcribes from dictating machine or detailed instructions, forms, letters, memoranda, mailing lists, index cards, and other material.
2. Proofreads varied typed and printed material.
3. Cuts stencils or master units for use on duplicating machine and operates a mimeograph machine.
4. Sorts and routes incoming mail; folds letters, bills, bulletins, and other material for mailing; and addresses envelopes on a typewriter.
5. Checks business forms, extensions, and computations; reports discrepancies; posts data to establish forms; and makes simple compilations,
6. Sorts and files correspondence, checks, vouchers, index cards, medical charts, forms, and other material numerically, alphabetically, or by predetermined classification.
7. Answers telephone; routes visitors and telephone calls; secures and gives out routine information.

PERFORMANCE OBJECTIVES AND CRITERION-REFERENCED MEASURES:

1.01 Given at least 25 varied copies of rough draft material, the student will be able to type in final form 25 copies of rough draft material with 95 percent accuracy.

1.02 Given 20 belts or tapes, the student will be able to transcribe a full page of single-spaced typing with no more than 3 errors; a half page with no more than 1 error.

1.03 Given a typewriting office practice kit, the student will be able to type at least 10 varied business forms, letters, memoranda, mailing lists, index cards, and other documents with 95 percent accuracy.

2.01 Given a minimum of 20 varied copies of typed or printed material, the student will be able to proofread 20 varied copies and make necessary corrections with 98 percent accuracy.

3.01 Given stencils or masters and 10 varied documents, the student will be able to cut each stencil or master with 98 percent accuracy.

3.02 Given a mimeograph or spirit duplicating machine, the student will be able to reproduce 250 legible copies of a stencil or 50 copies of a prepared master within 5 minutes with proper alignment, balance, and other traits of appearance with 98 percent accuracy.

TYPIST CLERK I Cont'd

3.03 Given a mimeograph or spirit duplicating machine and necessary cleaning supplies, the student will be able to clean machines and add fluid or ink, when needed, in 10 minutes with 95 percent accuracy.

4.01 Given 20 pieces of incoming mail and date stamp, the student will be able to open--except confidential or personal--stamp and sort the pieces of mail in 20 minutes with 98 percent accuracy.

4.02 Given a typewriting kit with 10 envelopes and varied documents, the student will be able to address the envelopes, fold the documents, and insert the documents in the envelopes in 15 minutes with 95 percent accuracy.

5.01 Given a completed weekly payroll register for 10 employees, the student will verify all figures in 30 minutes with 100 percent accuracy.

5.02 Given 10 prepared vouchers and reference materials, the student will verify all information in 15 minutes with 100 percent accuracy.

5.03 Given 10 completed invoices of varying length, the student will verify all figures on the invoices in 20 minutes with 100 percent accuracy.

5.04 Given 10 punched time cards, the student will be able to compute and verify gross pay in 60 minutes with 100 percent accuracy.

5.05 Given 10 invoices and 10 accounts receivable ledger cards, the student will post the invoices to the ledger cards in 10 minutes with 98 percent accuracy.

6.01 Given 30 coded documents, the student will be able to sort the documents in 20 minutes with 97 percent accuracy using the alphabetic filing system.

6.02 Given 25 coded documents, the student will be able to sort the documents in 15 minutes with 97 percent accuracy using the geographic filing system.

6.03 Given 60 coded documents, the student will be able to sort the documents in 15 minutes with 97 percent accuracy using the numeric filing system.

6.04 Given 30 coded documents, the student will be able to sort the documents in 20 minutes with 97 percent accuracy using the subject filing system.

6.05 Given a simulation file kit containing 50 previously sorted documents, the student will be able to file the documents in 20 minutes with 97 percent accuracy using the alphabetic filing system.

6.06 Given a simulation file kit containing 30 previously sorted documents, the student will be able to file the documents in 15 minutes with 97 percent accuracy using the geographic filing system.

TYPIST CLERK I Cont'd

6.07 Given a simulation file kit containing 70 previously sorted documents, the student will be able to file the documents in 30 minutes with 97 percent accuracy using the numeric filing system.

6.08 Given a simulation file kit containing 30 previously sorted documents, the student will be able to file the documents in 15 minutes with 97 percent accuracy using the subject filing system.

6.09 Given a simulation file kit containing 10 misfiled documents and a list of the misfiled documents, the student will be able to locate and file the documents in 30 minutes with 97 percent accuracy using the alphabetic filing system and previously learned rules for locating misfiled documents.

6.10 Given 20 in- and out-cards and information on 20 records removed from the files, the student will complete the in- and out-cards in 15 minutes with 97 percent accuracy.

7.01 Given a telephone assimilator and 20 varied telephone situations prepared by the instructor, the student will be able to handle the varied telephone situations promptly and efficiently with 98 percent accuracy.

7.02 Given 10 varied telephone jobs from the receptionist workbook, the student will be able to answer calls promptly and efficiently with 98 percent accuracy.

7.03 Given 15 opportunities to answer the telephone in the school office, the student will be able to handle 15 calls promptly and efficiently with 98 percent accuracy.

7.04 Given a telephone assimilator, pad, and pen, the student will be able to record 15 incoming calls neatly with 100 percent accuracy.

7.05 Given 5 receptionist jobs in the general office practice kit, the student will be able to handle situations promptly and efficiently with 98 percent accuracy.

7.06 Given 10 receptionist workbook jobs, the student will be able to handle situations accurately, promptly, and efficiently with 98 percent accuracy.

7.07 Given 5 receptionist jobs in a secretarial workbook, the student will be able to handle the situations promptly and efficiently with 98 percent accuracy.

7.08 Given 15 opportunities to act as receptionist in the school office, the student will be able to handle all situations promptly and efficiently with 98 percent accuracy.

JOB: TYPIST CLERK II (State Civil Service Classification)

GOAL: The student will be able to obtain, succeed, and advance in a Typist Clerk II's position.

TASKS:
1. Types varied documents from rough draft or from definite instructions; transcribes from the dictating machine.
2. Composes and types correspondence.
3. Performs computations and posts statistical records.
4. Supervises clerical employees engaged in posting, filing, sorting, dictation, and other routine clerical work.
5. Examines varied applications for discrepancies and reports to supervisor; conducts a follow-up on each discrepancy in person or by correspondence.
6. Maintains general office files.

PERFORMANCE OBJECTIVES AND CRITERION-REFERENCED MEASURES:

1.01 Given 30 varied copies of rough draft material, the student will be able to type in final form the varied documents with 98 percent accuracy.

1.02 Given 20 belts or tapes, the student will transcribe a full page of single-spaced typing with no more than 3 errors; a half page with no more than 2 errors; and postal cards and envelopes with no more than 1 error.

1.03 Given belts or tapes, the student will transcribe memos and reports for a period of 30 minutes at a minimum rate of 30 wpm with 95 percent accuracy.

2.01 Given 15 varied jobs from the typewriting office practice kit, the student will be able to type the varied forms, letters, memoranda, mailing lists, index cards, and other documents with 98 percent accuracy.

3.01 Given an electronic calculator or ten-key printing calculator and a given set of problems involving addition, subtraction, multiplication, and division, the student will be able to make computations on all jobs promptly with 100 percent accuracy.

3.02 Given a posting machine, cash receipts journal, and 50 ledger cards, the student will be able to post payments to the ledger cards in 60 minutes with 100 percent accuracy.

3.03 Given 10 documents, a report form, and written or oral instructions, the student will list the documents on the report form in 20 minutes with 98 percent accuracy.

4.01 Given 5 opportunities to supervise and assist classmates in 5 varied clerical jobs, the student will be able to supervise classmates with 95 percent accuracy using an instructor-prepared checklist.

TYPIST CLERK II Cont'd

5.01 Given 25 varied applications for enrollment in any course, the student will be able to verify the applications and follow-up, when necessary, in 60 minutes with 100 percent accuracy.

5.02 Given 10 varied business documents and reference materials, the student will check the documents against established requirements in the reference materials in 50 minutes with 98 percent accuracy.

5.03 Given 25 varied applications form the typewriting office practice kit, the student will be able to verify the varied applications and follow-up, when necessary, with 98 percent accuracy.

6.01 Given 30 coded documents, the student will be able to sort the documents in 20 minutes with 97 percent accuracy using the alphabetic filing system.

6.02 Given 25 coded documents, the student will be able to sort the documents in 15 minutes with 97 percent accuracy using the geographic filing system.

6.03 Given 60 coded documents, the student will be able to sort the documents in 15 minutes with 97 percent accuracy using the numeric filing system.

6.04 Given 30 coded documents, the student will be able to sort the documents in 20 minutes with 97 percent accuracy using the subject filing system.

6.05 Given a simulation file kit containing 50 previously sorted documents, the student will be able to file the documents in 20 minutes with 97 percent accuracy using the alphabetic filing system.

6.06 Given a simulation file kit containing 30 previously sorted documents, the student will be able to file the documents in 15 minutes with 97 percent accuracy using the geographic filing system.

6.07 Given a simulation file kit containing 70 previously sorted documents, the student will be able to file the documents in 30 minutes with 97 percent accuracy using the numeric filing system.

6.08 Given a simulation file kit containing 30 previously sorted documents, the student will be able to file the documents in 15 minutes with 97 percent accuracy using the subject filing system.

6.09 Given a simulation file kit containing 10 misfiled documents and a list of the misfiled documents, the student will be able to locate and file the documents in 30 minutes with 97 percent accuracy using the alphabetic filing system and previously learned rules for locating misfiled documents.

6.10 Given 20 in- and out-cards and information on 20 records removed from the files, the student will complete the in- and out-cards in 15 minutes with 97 percent accuracy.

JOB: TRANSCRIBING MACHINE OPERATOR

GOAL: The student will be able to obtain, succeed, and advance in a Transcribing Machine Operator's position.

TASKS:
1. Transcribes letters, reports, or other recorded data using transcribing machine and typewriter; addresses and stuffs envelopes.
2. Proofreads varied documents.
3. Acts as office receptionist by answering the telephone, routing calls and visitors, and giving out routine information.
4. Sorts and files according to alphabetic, geographic, numeric, and subject filing system.

PERFORMANCE OBJECTIVES AND CRITERION-REFERENCED MEASURES:

1.01 Given 20 belts or tapes, the student will transcribe a full page of single-spaced typing with no more than 3 errors; a half page with no more than 2 errors; and postal cards and envelopes with no more than 1 error.

1.02 Given belts or tapes, the student will transcribe memos and reports for a period of 30 minutes at a minimum rate of 30 wpm with 95 percent accuracy.

1.03 Given at least 25 varied copies of rough draft material, the student will be able to type in final form the copies of rough draft material with 95 percent accuracy.

1.04 Given a Typewriting Office Practice kit containing varied forms such as letters, memoranda, mailing lists, index cards and other materials, the student will be able to type at least 10 forms with 95 percent accuracy.

1.05 Given stencils or masters and 10 varied documents, the student will be able to cut each stencil or master with 98 percent accuracy.

1.06 Given a typewriting kit with 10 envelopes and varied documents, the student will be able to address the envelopes, fold the documents, and insert the documents into the envelopes in 15 minutes with 95 percent accuracy.

1.07 Given an Advanced Typewriting Office Practice kit, the student will be able to complete all jobs in the office practice kit promptly, neatly, and efficiently with 95 percent accuracy.

2.01 Given a minimum of 20 varied copies of typed or printed material, the student will be able to proofread the various copies and make necessary corrections with 98 percent accuracy.

3.01 Given 10 receptionist jobs in a clerical workbook, the student will be able to handle the situations promptly and efficiently with 95 percent accuracy.

TRANSCRIBING MACHINE OPERATOR Cont'd

3.02 Given 5 receptionist jobs in a secretarial workbook, the student will be able to handle the situations promptly and efficiently with 95 percent accuracy.

3.03 Given 15 opportunities to act as receptionist in the school office, the student will be able to handle all situations promptly and efficiently with 98 percent accuracy.

3.04 Given a telephone assimilator and office situations prepared by the instructor, the student will be able to handle at least 15 varied telephone calls promptly and efficiently with 98 percent accuracy.

3.05 Given 10 telephone jobs from a receptionist workbook, the student will be able to answer calls promptly and efficiently with 98 percent accuracy.

3.06 Given at least 15 opportunities to answer the telephone in the school office, the student will be able to handle calls promptly and efficiently with 98 percent accuracy.

3.07 Given a telephone assimilator, pad, and pen for incoming calls, the student will be able to record 15 calls neatly with 100 percent accuracy.

3.08 Given 50 varied business inquiries prepared by the instructor or tasks from the receptionist workbook, the student will be able to answer the 50 inquiries promptly and efficiently with 95 percent accuracy.

3.09 Given 25 varied appointment situations from workbook or instructor-prepared material, the student will be able to make the 25 appointments with 100 percent accuracy.

4.01 Given 50 varied documents, the student will be able to code the documents in 40 mirutes with 97 percent accuracy.

4.02 Given 40 varied documents, the student will be able to index and cross-reference the documents in 30 minutes with 97 percent accuracy.

4.03 Given 30 coded documents, the student will be able to sort the documents in 20 minutes with 97 percent accuracy using the alphabetic filing system.

4.04 Given 25 coded documents, the student will be able to sort the documents in 15 minutes with 97 percent accuracy using the geographic filing system.

4.05 Given 60 coded documents, the student will be able to sort the documents in 15 minutes with 97 percent accuracy using the numeric filing system.

4.06 Given 30 coded documents, the student will be able to sort the documents in 20 minutes with 97 percent accuracy using the subject filing system.

4.07 Given a simulation file kit containing 50 previously sorted documents, the student will be able to file the documents in 20 minutes with 97 percent accuracy using the alphabetic filing system.

4.08 Given a simulation file kit containing 30 previously sorted documents, the student will be able to file the documents in 15 minutes with 97 percent accuracy using the geographic filing system.

4.09 Given a simulation file kit containing 70 previously sorted documents, the student will be able to file the documents in 30 minutes with 97 percent accuracy using the numeric filing system.

4.10 Given a simulation file kit containing 30 previously sorted documents, the student will be able to file the documents in 15 minutes with 97 percent accuracy using the subject filing system.

4.11 Given a simulation file kit containing 10 misfiled documents and a list of the misfiled documents, the student will be able to locate and file the documents in 30 minutes with 97 percent accuracy using the alphabetic filing system and previously learned rules for finding misfiled documents.

4.12 Given 20 in- and out-cards and information on 20 records removed from the files, the student will complete the in- and out-cards in 15 minutes with 97 percent accuracy.

JOB: STENOGRAPHER CLERK I (State Civil Service Classification)

GOAL: The student will be able to obtain, succeed, and advance in a Stenographer Clerk I's position.

TASKS:
1. Takes and transcribes dictation consisting of letters, reports, statements, memoranda, and other material.
2. Independently composes and types simple form letters or letters of a standardized nature.
3. Compiles and types departmental reports of a nontechnical and simple nature.
4. Sorts and distributes incoming mail; folds, seals, and addresses outgoing mail.
5. Files various materials alphabetically, numerically, or according to a predetermined classification.
6. Cuts mimeograph stencils and operates a mimeograph machine; operates other simple office machines.
7. Types purchase orders, payrolls, reports, bulletins, index cards, and similar material.
8. Performs routine tasks in keeping financial records and accounts.
9. Answers the telephone and acts as office receptionist; routes calls and visitors; gives out routine information.

PERFORMANCE OBJECTIVES AND CRITERION-REFERENCED MEASURES:

1.01 Given dictation from new material at 80 wpm for 3 minutes, the student will be able to write in shorthand and transcribe 3 letters with no more than 9 errors.

1.02 Given 20 belts or tapes, the student will transcribe a full page of single-spaced typing with no more than 3 errors; a half page with no more than 2 errors; and postal cards and envelopes with no more than 1 error.

1.03 Given belts or tapes, the student will transcribe memos and reports for a period of 30 minutes at a minimum rate of 30 wpm with 95 percent accuracy.

2.01 Given 20 varied textbook or instructor-prepared letter-writing situations, the student will be able to compose the responses for each situation with 95 percent accuracy.

3.01 Given at least 25 varied copies of rough draft material, the student will be able to type in final form the copies of rough draft material with 95 percent accuracy.

3.02 Given a minimum of 20 varied copies of typed or printed material, the student will be able to proofread the various copies and make necessary corrections with 98 percent accuracy.

3.03 Given a typewriting kit with 10 envelopes and varied documents, the student will be able to address the envelopes, fold the documents, and insert the documents into the envelopes in 15 minutes with 95 percent accuracy.

STENOGRAPHER CLERK I Cont'd

4.01 Given 20 pieces of incoming mail and date stamp, the student will be able to open--except confidential or personal--stamp, and sort the mail in 20 minutes with 98 percent accuracy.

4.02 Given 20 pieces of mail, a postage scale, and a postage meter, the student will be able to place the correct amount of postage on each piece of mail in 30 minutes with 100 percent accuracy.

4.03 Given 100 envelopes, addresses, and a U.S. Zip Code Directory, the student will be able to record the correct Zip Code for each address in 50 minutes with 100 percent accuracy.

5.01 Given 50 varied documents, the student will be able to code the documents in 40 minutes with 97 percent accuracy.

5.02 Given 40 varied documents, the student will be able to index and cross-reference the documents in 30 minutes with 97 percent accuracy.

5.03 Given 30 coded documents, the student will be able to sort the documents in 20 minutes with 97 percent accuracy using the alphabetic filing system.

5.04 Given 25 coded documents, the student will be able to sort the documents in 15 minutes with 97 percent accuracy using the geographic filing system.

5.05 Given 60 coded documents, the student will be able to sort the documents in 15 minutes with 97 percent accuracy using the numeric filing system.

5.06 Given 30 coded documents, the student will be able to sort the documents in 20 minutes with 97 percent accuracy using the subject filing system.

5.07 Given a simulation file kit containing 50 previously sorted documents, the student will be able to file the documents in 20 minutes with 97 percent accuracy using the alphabetic filing system.

5.08 Given a simulation file kit containing 30 previously sorted documents, the student will be able to file the documents in 15 minutes with 97 percent accuracy using the geographic filing system.

5.09 Given a simulation file kit containing 70 previously sorted documents, the student will be able to file the documents in 30 minutes with 97 percent accuracy using the numeric filing system.

5.10 Given a simulation file kit containing 30 varied previously sorted documents, the student will be able to file the documents in 15 minutes with 97 percent accuracy using the subject filing system.

5.11 Given a simulation file kit containing 10 misfiled documents and a list of the misfiled documents, the student will be able to locate and file the documents

in 30 minutes with 97 percent accuracy using the alphabetic filing system and previously learned rules for misfiled documents.

5.12 Given 20 in- and out-cards and information on 20 records removed from the files, the student will complete the in- and out-cards in 15 minutes with 97 percent accuracy on records removed from the files.

6.01 Given stencils or masters and 10 varied documents, the student will be able to cut each stencil or master with 98 percent accuracy.

6.02 Given a mimeograph or spirit duplicating machine, the student will be able to reproduce 250 legible copies of a stencil or 50 copies of a prepared master with proper alignment, balance, and other traits of appearance within 5 minutes with 98 percent accuracy.

6.03 Given a mimeograph or spirit duplicating machine and necessary cleaning supplies, the student should be able to demonstrate ability to clean machine and add ink or fluid, when needed, within 10 minutes with 95 percent accuracy.

7.01 Given a typewriting office practice kit containing 10 varied forms such as letters, memoranda, mailing lists, index cards, and other materials, the student will be able to type the forms with 95 percent accuracy.

8.01 Given 10 punched time cards, the student will be able to compute and verify gross pay in 60 minutes with 95 percent accuracy.

9.01 Given a telephone assimilator and 20 varied situations prepared by the instructor, the student will be able to handle the situations promptly and efficiently with 98 percent accuracy.

9.02 Given a telephone assimilator, pad, and pen, the student will be able to record 15 incoming calls neatly with 100 percent accuracy.

9.03 Given 20 varied business inquiries prepared by the instructor or taken from the receptionist workbook, the student will be able to answer the inquiries promptly and efficiently with 98 percent accuracy.

9.04 Given 25 varied appointment situations from workbook or instructor-prepared materials, the student will be able to make the appointments with 100 percent accuracy.

JOB: STENOGRAPHER CLERK II (State Civil Service Classification)

GOAL: The student will be able to obtain, succeed, and advance in a Stenographer Clerk II's position.

TASKS:
1. Reads incoming mail and assembles files and other material to facilitate reply by a superior.
2. Composes and types correspondence requiring knowledge of departmental operations and regulations, which may not be reviewed by a superior.
3. Takes and transcribes dictation of letters, memoranda, articles, addresses, and other material; may take and transcribe difficult and specialized terminology.
4. Maintains mailing lists and is responsible for mailing circulars or releases periodically.
5. Maintains general office files, simple account records, and a variety of other office records.
6. Types minutes of official meetings, tabular data, accounting reports, forms, payroll, specifications, and other material from rough draft, dictating machine cylinders, or instructions.
7. Supervises several clerical employees engaged in posting, filing, sorting, taking dictation and typing in a clerical pool, or other routine work; sees that procedures are followed, maintains production, and checks the more difficult work.
8. Answers telephone or acts as office receptionist, routes office calls and visitors, gives out information to the public in reference to departmental services, policies or regulations.
9. Performs routine tasks in keeping financial records and accounts.

PERFORMANCE OBJECTIVES AND CRITERION-REFERENCED MEASURES:

1.01 Given 20 pieces of incoming mail and date stamp, the student will be able to open, stamp, sort, read, and assemble files to facilitate replies by a superior with 95 percent accuracy.

2.01 Given 20 varied textbook or instructor-prepared letter-writing situations, the student will be able to compose the responses for each situation with 95 percent accuracy.

3.01 Given dictation from new material at 80 wpm for 3 minutes, the student will be able to write in shorthand and transcribe 3 letters with no more than 9 errors.

4.01 Given 20 pieces of mail, a postage scale, and a postage meter, the student will be able to place the correct amount of postage on each piece of mail in 30 minutes with 100 percent accuracy.

STENOGRAPHER CLERK II Cont'd

4.02 Given 100 envelopes, addresses, and a U.S. Zip Code Directory, the student will be able to record the correct Zip Code for each address in 60 minutes with 100 percent accuracy.

5.01 Given 50 varied documents, the student will be able to code the documents in 40 minutes with 97 percent accuracy.

5.02 Given 40 varied documents, the student will be able to index and cross-reference the documents in 30 minutes with 97 percent accuracy.

5.03 Given 30 coded documents, the student will be able to sort the documents in 20 minutes with 97 percent accuracy using the alphabetic filing system.

5.04 Given 25 coded documents, the student will be able to sort the documents in 15 minutes with 97 percent accuracy using the geographic filing system.

5.05 Given 30 coded documents, the student will be able to sort the documents in 20 minutes with 97 percent accuracy using the subject filing system.

5.06 Given 60 coded documents, the student will be able to sort the documents in 15 minutes with 97 percent accuracy using the numeric filing system.

5.07 Given a simulation file kit containing 50 previously sorted documents, the student will be able to file the documents in 20 minutes with 97 percent accuracy using the alphabetic filing system.

5.08 Given a simulation file kit containing 30 previously sorted documents, the student will be able to file the documents in 15 minutes with 97 percent accuracy using the geographic filing system.

5.09 Given a simulation file kit containing 70 previously sorted documents, the student will be able to file the documents in 30 minutes with 97 percent accuracy using the numeric filing system.

5.10 Given a simulation file kit containing 30 previously sorted documents, the student will be able to file the documents in 15 minutes with 97 percent accuracy using the subject filing system.

5.11 Given a simulation file kit containing misfiled documents and a list of the misfiled documents, the student will be able to locate and file 10 documents in 30 minutes with 97 percent accuracy using the alphabetic filing system and previously learned rules for misfiled documents.

5.12 Given 20 in- and out-cards and information on 20 records removed from the files, the student will complete the in- and out-cards in 15 minutes with 97 percent accuracy on records removed from the files.

STENOGRAPHER CLERK II Cont'd

6.01 Given at least 30 varied copies of rough draft material, the student will be able to type the copies of rough draft material in final form with 95 percent accuracy.

6.02 Given typewriting office practice kit, the student will be able to type at least 15 each of various forms, letters, memoranda, mailing lists, index cards, and other materials with 95 percent accuracy.

6.03 Given 20 belts or tapes, the student will transcribe a full page of single-spaced typing with no more than 3 errors; a half page with no more than 2 errors; and postal cards and envelopes with no more than 1 error.

6.04 Given belts or tapes, the student will transcribe memos and reports for a period of 30 minutes at a minimum rate of 30 wpm with 95 percent accuracy.

6.05 Given an advanced typewriting office practice kit, the student will be able to complete all jobs in office practice kit promptly, neatly, and efficiently with 95 percent accuracy.

7.01 Given at least 10 opportunities, the student will be able to supervise and assist classmates in 10 varied clerical jobs with 95 percent accuracy using an instructor-prepared checklist.

8.01 Given 5 receptionist jobs in the general office practice kit, the student will be able to handle situations promptly and efficiently with 95 percent accuracy.

8.02 Given 10 receptionist workbook jobs, the student will be able to handle situations promptly and efficiently with 95 percent accuracy.

8.03 Given 5 receptionist jobs in secretarial workbook, the student will be able to handle situations promptly and efficiently with 95 percent accuracy.

8.04 Given 15 opportunities to act as receptionist in school office, the student will be able to handle all situations promptly and efficiently with 98 percent accuracy.

8.05 Given a telephone assimilator and office situations prepared by instructor, the student will be able to handle at least 15 varied telephone calls promptly and efficiently with 98 percent accuracy.

8.06 Given 10 telephone jobs from receptionist workbook, the student will be able to answer calls promptly and efficiently with 98 percent accuracy.

8.07 Given at least 15 opportunities to answer telephone in school office, the student will be able to handle calls promptly and efficiently with 98 percent accuracy.

8.08 Given a telephone assimilator, pad, and pen, for incoming calls, the student will be able to record 15 calls neatly with 100 percent accuracy.

8.09 Given 50 varied business inquiries prepared by the instructor or taken from the receptionist workbook, the student will be able to answer the inquiries promptly and efficiently with 95 percent accuracy.

8.10 Given 25 varied appointment situations from workbook or instructor-prepared material, the student will be able to make the 25 appointments with 100 percent accuracy.

8.11 Given a list of 25 names, the student will be able to locate and record the telephone numbers of the names within 10 minutes with 98 percent accuracy.

9.01 Given 10 punched time cards, the student will be able to compute and verify gross pay in 60 minutes with 95 percent accuracy.

9.02 Given 10 forms, payroll register tax schedule, and other deduction information, the student will be able to compute and verify net pay in 60 minutes with 95 percent accuracy.

9.03 Given a ten-key printing calculator and 30 varied jobs, the student will be able to operate machine with touch system for 3 minutes at a minimum rate of 75 digits per minute with a maximum of 3 errors.

9.04 Given 10 payroll register forms and employee earnings records, the student will be able to complete and verify in 60 minutes with 95 percent accuracy.

9.05 Given 10 employee earnings records and state and federal quarterly and yearly payroll report forms, the student will be able to complete the forms in 60 minutes with 100 percent accuracy.

9.06 Given 10 checks and supporting payroll register, the student will be able to complete check stubs and prepare the payroll checks in 10 minutes with 100 percent accuracy.

JOB: SECRETARY

GOAL: The student will be able to obtain, succeed, and advance in a Secretary's position.

TASKS:
1. Takes and transcribes dictation, with a high degree of accuracy, consisting of general and statistical reports and correspondence, and other material of a confidential nature by shorthand methods and/or from a machine.
2. Operates simple office equipment.
3. Types varied documents.
4. Dates, stamps, sorts, and allocates mail delivered to the office; folds, seals, and addresses outgoing mail.
5. Maintains general office files, technical and confidential files; locates and retrieves filed documents.
6. Answers telephone and/or acts as office receptionist, routes office calls and visitors, and gives out information to the public.
7. Secures, compiles, and assembles data from general references and statistical documents.
8. Keeps records of financial transactions and accounts.
9. Composes, edits, and proofreads varied statistical documents, correspondence, reports, and other material requiring knowledge of the office regulations and policies.

PERFORMANCE OBJECTIVES AND CRITERION-REFERENCED MEASURES:

1.01 Given dictation containing varied information, the student will be able to write in shorthand outlines at the rate of 90 wpm for 3 minutes with 98 percent accuracy.

1.02 Given 20 belts or tapes containing varied information, the student will transcribe a full page of single-spaced typing with no more than 3 errors; a half page with no more than 2 errors; and cards containing numerical information with no more than 1 error.

1.03 Given belts or tapes containing varied information, the student will transcribe memos and reports for a period of 30 minutes at a minimum rate of 30 wpm with 95 percent accuracy.

2.01 Given a ten-key adding machine and 20 varied jobs, the student will be able to operate the machine with the touch system for 3 minutes at a minimum rate of 100 digits per minute with a maximum of 3 errors.

2.02 Given a ten-key printing calculator and 25 varied jobs, the student will be able to operate the machine with the touch system for 3 minutes at a minimum rate of 100 digits per minute with a maximum of 3 errors.

2.03 Given a full-keyboard adding listing machine and 20 varied jobs, the student will be able to operate machine for 3 minutes at a minimum rate of 100 digits per minute with a maximum of 3 errors.

SECRETARY Cont'd

2.04 Given an electronic calculator and 40 varied jobs, the student will be able to operate machine at a minimum rate of 60 digits per minute for 3 minutes with 90 percent accuracy.

2.05 Given an electronic calculator and a given set of problems involving addition, subtraction, multiplication, and division, the student will be able to operate machine with 90 percent accuracy.

2.06 Given stencils or masters and 10 varied documents, the student will be able to cut each stencil or master with 98 percent accuracy.

2.07 Given a mimeograph or spirit duplicating machine, the student will be able to reproduce 250 legible copies of a prepared stencil or 50 legible copies of a prepared master with proper alignment, balance, and other traits of appearance within 5 minutes with 98 percent accuracy.

2.08 Given a mimeograph or spirit duplicating machine and necessary cleaning supplies, the student will be able to clean machine and, when needed, add fluid or ink in 10 minutes with 95 percent accuracy.

2.09 Given statement forms, current charges, and a copy machine, the student will be able to produce legible copies according to the instructor's directions with 100 percent accuracy.

3.01 Given a minimum of 20 varied copies of typed or printed statistical material, the student will be able to proofread the copies and make necessary corrections with 98 percent accuracy.

3.02 Given statistical data, the student will be able to type from handwritten copy a table of four columns (6-10 letter characters per line), 10 lines per column with 100 percent accuracy.

3.03 Given numbers in tabular form, the student will be able to type at a rate of 100 figures per minute for 3 minutes with 100 percent accuracy.

4.01 Given 20 pieces of incoming mail and date stamp, the student will be able to open--except confidential or personal--stamp, and sort the mail in 20 minutes with 98 percent accuracy.

4.02 Given 20 pieces of mail, a postage scale, and a postage meter, the student will be able to place the correct amount of postage on each piece of mail in 30 minutes with 100 percent accuracy.

4.03 Given 100 envelopes, addresses, and a U.S. Zip Code Directory, the student will be able to determine the correct Zip Code for each address in 50 minutes with 100 percent accuracy.

4.04 Given a typewriting kit with 10 envelopes and varied documents, the student will be able to address the envelopes, fold the documents, and insert them into envelopes in 15 minutes with 95 percent accuracy.

SECRETARY Cont'd

5.01 Given 50 varied documents, the student will be able to code the documents in 40 minutes with 97 percent accuracy.

5.02 Given 40 varied documents, the student will be able to index and cross-reference the documents in 30 minutes with 97 percent accuracy.

5.03 Given 30 coded documents, the student will be able to sort the documents in 20 minutes with 97 percent accuracy using the alphabetic filing system.

5.04 Given 25 coded documents, the student will be able to sort the documents in 15 minutes with 97 percent accuracy using the geographic filing system.

5.05 Given 60 coded documents, the student will be able to sort the documents in 15 minutes with 97 percent accuracy using the numeric filing system.

5.06 Given 30 coded documents, the student will be able to sort the documents in 20 minutes with 97 percent accuracy using the subject filing system.

5.07 Given a simulation file kit containing 50 previously sorted documents, the student will be able to file the documents in 20 minutes with 97 percent accuracy using the alphabetic filing system.

5.08 Given a simulation file kit containing 30 previously sorted documents, the student will be able to file the documents in 15 minutes with 97 percent accuracy using the geographic filing system.

5.09 Given a simulation file kit containing 70 previously sorted documents, the student will be able to file the documents in 30 minutes with 97 percent accuracy using the numeric filing system.

5.10 Given a simulation file kit containing 30 previously sorted documents, the student will be able to file the documents in 15 minutes with 97 percent accuracy using the subject filing system.

5.11 Given a simulation file kit containing 10 misfiled documents and a list of the misfiled documents, the student will be able to locate and file the documents in 30 minutes with 97 percent accuracy using the alphabetic filing system and previously learned rules for locating misfiled documents.

5.12 Given 20 in- and out-cards and information on 20 records removed from the files, the student will complete the in- and out-cards in 15 minutes with 97 percent accuracy.

6.01 Given 5 receptionist jobs in a secretarial workbook, the student will be able to handle the situations promptly and efficiently with 98 percent accuracy.

SECRETARY Cont'd

6.02 Given 15 opportunities to act as receptionist in the school office, the student will be able to handle all situations promptly and efficiently with 98 percent accuracy.

6.03 Given a telephone assimilator and 20 varied situations prepared by the instructor, the student will be able to handle the situations promptly and efficiently with 98 percent accuracy.

6.04 Given 10 varied telephone jobs from the receptionist workbook, the student will be able to answer calls promptly and efficiently with 98 percent accuracy.

6.05 Given a telephone assimilator, pad, and pen, the student will be able to record 15 incoming calls neatly with 100 percent accuracy.

6.06 Given 25 varied appointment situations from workbook or instructor-prepared material, the student will be able to make the appointments with 100 percent accuracy.

7.01 Given 10 varied documents and instructor-prepared directions, the student, using selected statistical data from documents, will compile a report in 60 minutes with 100 percent accuracy.

8.01 Given 10 prepared invoices and an adding machine, the student will be able to check the computations on the invoices in 20 minutes with 98 percent accuracy.

8.02 Given 15 opportunities using checks and various denominations of money, the student will be able to cash checks or make change as instructed in 30 minutes with 100 percent accuracy.

8.03 Given 12 opportunities, the student will be able to verify amounts on deposit slips, examine checks for appropriate endorsement, and initial and stamp deposit slips in 60 minutes with 98 percent accuracy.

8.04 Given 20 charge slips, customer names, and addresses, the student will be able to prepare the necessary statements and envelopes in 60 minutes with 98 percent accuracy.

8.05 Given 10 punched time cards, the student will be able to compute and verify gross pay in 60 minutes with 100 percent accuracy.

8.06 Given 10 forms, payroll register, tax schedules, and other deduction information, the student will be able to compute and verify net pay in 60 minutes with 100 percent accuracy.

8.07 Given 10 payroll forms and employee earnings records, the student will be able to complete and verify in 20 minutes with 100 percent accuracy.

8.08 Given a checkbook and supporting payroll register, the student will be able to prepare 10 payroll checks and complete check stubs in 20 minutes with 100 percent accuracy.

SECRETARY Cont'd

8.09 Given a completed payroll register on 10 employees and an adding machine, the student will be able to prepare the reports on social security, insurance, and other withholding deductions in 60 minutes with 100 percent accuracy.

9.01 Given 20 varied textbooks or instructor-prepared letter-writing situations, the student will be able to compose the response for each situation with 95 percent accuracy.

9.02 Given 10 varied business documents and reference materials, the student will be able to check the documents against established requirements in the reference materials in 50 minutes with 98 percent accuracy.

JOB: LEGAL SECRETARY

GOAL: The student will be able to obtain, succeed, and advance in a Legal Secretary's position.

TASKS:

1. Organizes and maintains office files, using alphabetic, numeric, and subject file systems; locates and retrieves filed documents.
2. Types varied legal documents from dictation, handwritten drafts, and corrected rough drafts which requires a knowledge of legal forms, terminology, and procedures.
3. Takes and transcribes legal and confidential dictation consisting of letters, memos, reports, and manuscripts by shorthand methods and/or from a machine requiring a high degree of accuracy.
4. Independently composes and types simple form letters and inquiries of a standardized nature, such as a request for accident reports, etc.
5. Operates simple office machines, supervises care of office equipment, and handles service calls.
6. Takes inventories and makes requisitions for office supplies and materials.
7. Reads incoming mail--except that marked confidential and personal--prepares calendar, and assembles files and other materials to facilitate replies by superior.
8. Uses postage meter to process outgoing mail and keeps postage meter record.
9. Receives visitors and clients.
10. Answers telephone, keeps record of callers, makes appointments and enters them in calender file, and gives out information to the public in answer to routine inquiries.
11. Conducts research independently or upon request.
12. Records fee payments, issues receipts, marks clients' ledger cards, and posts accounts journal.
13. Brings clients' ledger cards up to date and prepares clients' statements or photocopies clients' ledger cards which will serve as end-of-month statements.
14. Makes bank deposits and maintains a petty cash fund.
15. Computes employees' wages and writes checks.
16. Prepares employer and employee reports.
17. Demonstrates initiative and responsibility by organizing activities according to priorities.

PERFORMANCE OBJECTIVES AND CRITERION-REFERENCED MEASURES:

1.01 Given Legal Office Procedures Practice set, the student will be able to perform the activities as indicated in the set with 98 percent accuracy.

1.02 Given 50 varied documents, the student will be able to code the documents in 40 minutes with 97 percent accuracy.

1.03 Given 30 coded documents, the student will be able to sort the documents in 20 minutes with 97 percent accuracy using the alphabetic filing system.

1.04 Given 60 coded documents, the student will be able to sort the documents in 15 minutes with 97 percent accuracy.using the numeric filing system.

1.05 Given 30 coded documents, the student will be able to sort the documents in 20 minutes with 97 percent accuracy using the subject filing system.

1.06 Given a simulation file kit containing 50 previously sorted documents, the student will be able to file the documents in 20 minutes with 97 percent accuracy using the alphabetic filing system.

1.07 Given a simulation file kit containing 30 previously sorted documents, the student will be able to file the documents in 15 minutes with 97 percent accuracy using the subject filing system.

1.08 Given a simulation file kit containing 70 previously sorted documents, the student will be able to file the documents in 30 minutes with 97 percent accuracy using the numeric filing system.

1.09 Given a simulation file kit containing 10 misfiled documents, a list of the misfiled documents, and using previously learned rules for locating misfiled documents, the student will be able to locate and file the documents in 30 minutes with 97 percent accuracy using the alphabetic filing system.

2.01 Given dictation from the Legal Office Procedures Practice dictation booklet, the student will be able to transcribe at 30 wpm with all errors corrected neatly in acceptable format according to Legal Office Typing Manual.

2.02 Given 20 belts or tapes, the student will transcribe legal documents at 30 wpm in acceptable format according to Legal Office Typing manual with 100 percent accuracy.

2.03 Given 25 varied copies of rough-draft material (handwritten or corrected), the student will be able to type the copies in final form at 50 wpm with no more than 2 errors.

LEGAL SECRETARY Cont'd

2.04 Given 80 legal vocabulary words, the student will be able to correctly spell and define with 95 percent accuracy.

2.05 Given a minimum of 20 varied copies of typed or printed material, the student will be able to proofread the copies and make necessary corrections with 100 percent accuracy.

3.01 Given dictation from new material at 80 wpm for 3 minutes, the student will be able to write in shorthand and transcribe 3 letters or reports with no more than 9 errors.

3.02 Given dictation at 80 wpm, the student will be able to transcribe at 30 wpm the shorthand notes for 3 letters of medium length into mailable copy and address an envelope for each letter.

3.03 Given 10 envelopes and a list of addresses, the student will manually address the envelopes in 5 minutes with 100 percent accuracy.

4.01 Given 20 varied textbook or instructor-prepared letter-writing situations, the student will be able to compose the responses for each situation with 95 percent accuracy.

5.01 Given a ten-key printing calculator and 30 varied jobs, the student will be able to operate the machine at a minimum rate of 60 digits per minute for 30 minutes with 100 percent accuracy.

5.02 Given a ten-key adding machine and 20 varied jobs, the student will be able to operate the machine with the touch system for 3 minutes at a minimum rate of 100 digits per minute with a maximum of 3 errors.

5.03 Given 5 instructor-prepared machine problems, the student will write letters stating the problems and requesting service for each machine.

6.01 Given a price list, requisition forms, and 10 instructor-prepared orders for office supplies, the student will be able to prepare the requisition forms with 100 percent accuracy.

7.01 Given 25 pieces of incoming mail, date stamp, sorting trays, and calendar, the student will be able to open, read, sort, enter necessary information on calendar sheet, pull necessary files, and distribute the mail and related files in 60 minutes with 97 percent accuracy.

8.01 Given 30 pieces of outgoing mail, postage scale, U.S. Postal Manual, and a postage meter, the student will be able to place correct amount of postage on each piece in 30 minutes with 100 percent accuracy.

8.02 Given a postage meter, a postage meter record book, and 50 pieces of varied mail each day, the student will be able to maintain the postage meter record for one week, making daily entries in the meter book with 100 percent accuracy.

9.01 Given 5 receptionist jobs in the General Office Practice kit, the student will be able to handle the situations promptly and efficiently with 98 percent accuracy.

9.02 Given 15 opportunities to act as receptionist in the school office, the student will be able to handle all situations promptly and efficiently with 98 percent accuracy.

10.01 Given a telephone assimilator and 20 varied situations prepared by the instructor, the student will be able to handle the situations promptly and efficiently with 98 percent accuracy.

10.02 Given 10 varied telephone jobs from the receptionist workbook, the student will be able to handle the calls promptly and efficiently with 98 percent accuracy.

10.03 Given a telephone assimilator, pad, and pen, the student will be able to record 15 incoming calls neatly with 100 percent accuracy.

10.04 Given 15 varied business inquiries prepared by the instructor or taken from a receptionist workbook, the student will be able to answer the inquiries promptly and efficiently with 98 percent accuracy.

10.05 Given 25 varied appointment situations from a workbook or instructor-prepared material, the student will be able to make the appointments by entering each on the calendar with 100 percent accuracy.

11.01 Given an instructor-prepared problem for research such as the probate procedure within a particular state, the student will be able to list the general routine or steps of probate, the check list for probate, and other significant information in the form of notes on separate sheets.

12.01 Given 10 instructor-prepared jobs or jobs from the Legal Office Procedures Job Booklet, the student will be able to complete the jobs using the pegboard system with 97 percent accuracy.

12.02 Given 10 opportunities and a receipt book, the student will be able to accept payment and issue receipts in 30 minutes with 100 percent accuracy.

12.03 Given 10 accounts payable or fees payable, blank checks, check stubs, check register or cash disbursements journal, the student will be able to pay amounts owed according to instructor's directions, writing checks in accordance with ABA requirements and filling in check stubs in 30 minutes with 100 percent accuracy.

13.01 Given 10 clients' ledger cards and instructor-prepared directions for fees to be charged, the student will date and enter fee charges, list services performed, date, total, photocopy bills and prepare for mailing with 100 percent accuracy.

14.01 Given 10 checks, currency and coins, and bank deposit slips, the student will be able to fill out deposit slips, using ABA numbers for check identification, and endorse checks with restrictive endorsements with 100 percent accuracy.

14.02 Given 5 opportunities, the student will prove the petty cash fund daily for one week with 100 percent accuracy.

15.01 Given 10 forms, payroll register, tax schedules, and other deduction information, the student will be able to compute and verify net pay in 60 minutes with 100 percent accuracy.

15.02 Given 10 payroll forms and employees' earnings records, the student will be able to prepare the payroll, complete check stubs, and write checks in 20 minutes with 100 percent accuracy.

16.01 Given a completed payroll register on 10 employees and an adding machine, the student will be able to prepare reports on social security, insurance, and other withholding deductions in 60 minutes with 100 percent accuracy.

16.02 Given 10 employee earnings records and state and federal quarterly and yearly report forms, the student will be able to complete the forms in 60 minutes with 100 percent accuracy.

17.01 Given a Legal Office Procedures Practice set of 23 job assignments for 5 days of secretarial work in a law office, the student will be able to perform the activities outlined in 5 days with 98 percent accuracy.

17.02 Given 5 prescheduled daily calendars, the student will remind the instructor, as if he were a lawyer, of his time schedule.

JOB: MEDICAL SECRETARY

GOAL: The student will be able to obtain, succeed, and advance in a Medical Secretary's position.

TASKS:
1. Types varied documents using medical terminology.
2. Operates simple office equipment.
3. Takes and transcribes confidential medical dictation by shorthand methods and/or from a machine requiring a high degree of accuracy.
4. Date stamps, sorts, and allocates mail delivered to the office; folds, seals, and addresses outgoing mail.
5. Organizes and maintains office files and locates and retrieves filed documents.
6. Answers telephone and/or acts as office receptionist, routes office calls and visitors, and gives out information to the public.
7. Secures, compiles, and assembles data from general references and medical manuals.
8. Keeps records of financial transactions and accounts.
9. Composes, edits, and proofreads various medical documents, correspondence, reports, and other material requiring knowledge of the office regulations and policies.
10. Prepares doctor's appointment calendar and assembles files and other related materials to facilitate replies to patients, insurance companies, and others.

PERFORMANCE OBJECTIVES AND CRITERION-REFERENCED MEASURES:

1.01 Given straight printed or handwritten copy containing medical terminology, the student will be able to type at a rate of 50 wpm for 5 minutes with no more than 2 errors.

1.02 Given a corrected or handwritten draft of approximately 300 words, the student will produce a double-spaced, corrected or error-free copy in 15 minutes.

1.03 Given a handwritten copy of a business letter of average length, the student will be able to produce a mailable letter with one carbon copy and an addressed envelope in 10 minutes.

1.04 Given a minimum of 20 varied copies of typed or printed materials, the student will be able to proofread the copies and make necessary corrections with 98 percent accuracy.

2.01 Given a ten-key adding machine and 20 varied jobs, the student will be able to operate machine with the touch system for 3 minutes at a minimum rate of 100 digits per minute with a maximum of 3 errors.

2.02 Given a ten-key printing calculator and 25 varied jobs, the student will be able to operate machine with the touch system for 3 minutes at a minimum rate of 100 digits per minute with a maximum of 3 errors.

2.03 Given a mimeograph or spirit duplicating machine, the student will be able to reproduce 250 legible copies of a prepared stencil or 50 copies of a prepared master with proper alignment, balance, and other traits of appearance within 5 minutes with 98 percent accuracy.

2.04 Given a mimeograph or spirit duplicating machine and necessary cleaning supplies, the student will be able to clean machine and, when needed, add fluid or ink in 10 minutes with 95 percent accuracy.

2.05 Given statement forms, current charges, and a copy machine, the student will be able to produce legible copies according to the instructor's directions with 100 percent accuracy.

3.01 Given 20 belts or tapes containing medical information, the student will transcribe a full page of single-spaced typing with no more than 3 errors; a half page with no more than 2 errors; and record sheets and file cards with no more than 1 error.

3.02 Given belts or tapes containing medical information, the student will transcribe memos and reports for a period of 30 minutes at a minimum rate of 30 wpm with 98 percent accuracy.

3.03 Given dictation containing medical information, the student will be able to write shorthand outlines at the rate of 90 wpm for 3 minutes with 98 percent accuracy.

4.01 Given 20 pieces of incoming mail and date stamp, the student will be able to open--except confidential or personal--stamp, and sort the mail in 20 minutes with 98 percent accuracy.

4.02 Given 20 pieces of mail, a postage scale, and a postage meter, the student will be able to place the correct amount of postage on each piece of mail in 30 minutes with 100 percent accuracy.

4.03 Given 100 envelopes, addresses, and a U.S. Zip Code Directory, the student will be able to record the correct Zip Code for each address in 50 minutes with 100 percent accuracy.

4.04 Given 20 envelopes and 20 varied documents, the student will be able to fold the documents correctly and insert them in the envelopes within 5 minutes with 98 percent accuracy.

5.01 Given 50 varied documents, the student will be able to code the documents in 40 minutes with 97 percent accuracy.

5.02 Given 40 varied documents, the student will be able to index and cross-reference the documents in 30 minutes with 97 percent accuracy.

MEDICAL SECRETARY Cont'd

5.03 Given 30 coded documents, the student will be able to sort the documents in 20 minutes with 97 percent accuracy using the alphabetic filing system.

5.04 Given 25 coded documents, the student will be able to sort the documents in 15 minutes with 97 percent accuracy using the geographic filing system.

5.05 Given 60 coded documents, the student will be able to sort the documents in 15 minutes with 97 percent accuracy using the numeric filing system.

5.06 Given 30 coded documents, the student will be able to sort the documents in 20 minutes with 97 percent accuracy using the subject filing system.

5.07 Given a simulation file kit containing 50 previously sorted documents, the student will be able to file the documents in 20 minutes with 97 percent accuracy using the alphabetic filing system.

5.08 Given a simulation file kit containing 30 previously sorted documents, the student will be able to file the documents in 15 minutes with 97 percent accuracy using the geographic filing system.

5.09 Given a simulation file kit containing 70 previously sorted documents, the student will be able to file the documents in 30 minutes with 97 percent accuracy using the numeric filing system.

5.10 Given a simulation file kit containing 30 previously sorted documents, the student will be able to file the documents in 15 minutes with 97 percent accuracy using the subject filing system.

5.11 Given a simulation file kit containing 10 misfiled documents and a list of misfiled documents, the student will be able to locate and file the documents in 30 minutes with 97 percent accuracy using the alphabetic filing system and previously learned rules for locating misfiled documents.

5.12 Given 20 in- and out-cards and information on 20 records removed from the files, the student will complete the in- and out-cards in 15 minutes with 97 percent accuracy.

6.01 Given 5 receptionist jobs in a secretarial workbook, the student will be able to handle the situations promptly and efficiently with 98 percent accuracy.

6.02 Given 15 opportunities to act as receptionist in the school office, the student will be able to handle all situations promptly and efficiently with 98 percent accuracy.

6.03 Given a telephone assimilator and 20 varied situations prepared by the instructor, the student will be able to handle the situations promptly and efficiently with 98 percent accuracy.

6.04 Given a telephone assimilator, pad, and pen, the student will be able to record 15 incoming calls neatly with 100 percent accuracy.

6.05 Given 25 varied appointment situations from workbook or instructor-prepared materials, the student will be able to make the appointments with 100 percent accuracy.

7.01 Given specific instructions, medical manuals, and a list of general reference materials, the student will secure, compile, and assemble the relevant data with 98 percent accuracy.

8.01 Given 10 prepared invoices and an adding machine, the student will be able to check the computations on the invoices in 20 minutes with 98 percent accuracy.

8.02 Given 15 opportunities using checks and varied denominations of money, the student will be able to cash checks or make change as instructed in 30 minutes with 100 percent accuracy.

8.03 Given 12 opportunities, the student will be able to verify amounts on deposit slips, examine checks for appropriate endorsement, and initial and stamp deposit slips in 60 minutes with 98 percent accuracy.

8.04 Given 20 charge slips, patients' names, and addresses, the student will prepare the necessary statements and envelopes in 60 minutes with 98 percent accuracy.

8.05 Given 10 punched time cards, the student will be able to compute and verify gross pay in 60 minutes with 100 percent accuracy.

8.06 Given 10 forms, payroll register, tax schedules, and other deduction information, the student will be able to compute and verify net pay in 60 minutes with 100 percent accuracy.

8.07 Given 10 payroll forms and employee earnings records, the student will be able to complete and verify in 20 minutes with 100 percent accuracy.

8.08 Given a checkbook and supporting payroll register, the student will be able to complete the 10 check stubs and prepare the payroll checks in 20 minutes with 100 percent accuracy.

8.09 Given a completed payroll register on 10 employees and an adding machine, the student will be able to prepare reports on social security, insurance, and other withholding deductions in 60 minutes with 100 percent accuracy.

9.01 Using instructor-prepared materials or materials from the Medical Secretary Office Practice set, the student will edit, proofread, and prepare the varied documents with 98 percent accuracy.

9.02 Given 20 varied textbook or instructor-prepared letter-writing situations, the student will be able to compose the response for each situation with 95 percent accuracy.

MEDICAL SECRETARY Cont'd

10.01 Given instructor-prepared instructions or materials from the Medical Secretary Office Practice set, patients' files, and other related materials, the student will be able to prepare the calendar for one week's appointments and assemble the related files and information with 100 percent accuracy.

JOB: EXECUTIVE SECRETARY OR ADMINISTRATIVE SECRETARY
(Dictionary of Occupational Titles Classification)

GOAL: The student will be able to obtain, succeed, and advance in an Executive or Administrative Secretary's position.

TASKS:
1. Maintains official corporation records.
2. Executes administrative policies determined by or in conjunction with other officials.
3. Prepares memorandums outlining and explaining administrative procedures and policies to supervisory workers.
4. Plans conferences.
5. Prepares records, such as notices, minutes, stock issues and transfers, and resolutions for stockholders' and directors' meetings.
6. Prepares and files corporate legal documents with government agencies to conform with statutes.
7. Performs publicity work in small organizations, such as trade, civic, or welfare associations.

PERFORMANCE OBJECTIVES AND CRITERION-REFERENCED MEASURES:

1.01 Given 50 varied documents, the student will be able to code the documents in 40 minutes with 97 percent accuracy.

1.02 Given 40 varied documents, the student will be able to index and cross-reference the documents in 30 minutes with 97 percent accuracy.

1.03 Given 30 coded documents, the student will be able to sort the documents in 20 minutes with 97 percent accuracy using the alphabetic filing system.

1.04 Given 25 coded documents, the student will be able to sort the documents in 15 minutes with 97 percent accuracy using the geographic filing system.

1.05 Given 60 coded documents, the student will be able to sort the documents in 15 minutes with 97 percent accuracy using the numeric filing system.

1.06 Given 30 coded documents, the student will be able to sort the documents in 20 minutes with 97 percent accuracy using the subject filing system.

1.07 Given a simulation file kit containing 50 previously sorted documents, the student will be able to file the documents in 20 minutes with 97 percent accuracy using the alphabetic filing system.

1.08 Given a simulation file kit containing 30 previously sorted documents, the student will be able to file the documents in 15 minutes with 97 percent accuracy using the geographic filing system.

1.09 Given a simulation file kit containing 70 previously sorted documents, the student will be able to file the documents in 30 minutes with 97 percent accuracy using the numeric filing system.

1.10 Given a simulation file kit containing 30 previously sorted documents, the student will be able to file the documents in 15 minutes with 97 percent accuracy using the subject filing system.

2.01 Given 10 case problems from the Supervision textbook, the student will be able to formulate solutions to the cases in 60 minutes.

3.01 Given 5 problems requiring the preparation of memorandums, the student will be able to compose effective memorandums and type them in final form.

4.01 Given a list of names and topics involved in a conference, the student will be able to plan and organize the conference according to the instructor's directions.

4.02 Using the information provided in Performance Objective 4.01, the student will be able to complete the planning of the conference by typing and mailing notices to conference participants and completing physical arrangements according to the instructor's directions.

5.01 Given 10 varied jobs from the Typewriting Office Practice kit, the student will be able to complete the jobs with 98 percent accuracy.

5.02 Given 10 varied jobs from the Executive Typewriting kit, the student will be able to complete the jobs with 98 percent accuracy.

6.01 Given 10 varied corporate documents and rules for filing these documents with government agencies from College Law textbook, the student will be able to indicate correct filing procedures in 10 minutes by writing on an instructor-prepared form where each document is to be filed with 98 percent accuracy.

7.01 Given 3 varied topics, the student will be able to prepare newspaper articles or ads for publication to the satisfaction of the instructor.

STUDENT'S COPY

LEARNING PACKET FOR

SALES CLERK JOB

JOB: SALES CLERK

GOAL: The student will be able to obtain, succeed, and advance in a Sales Clerk's position.

TASKS:
1. Prepares cash and credit sales tickets.
2. Receives payment for merchandise and makes change.
3. Prepares credit memo forms.
4. Stocks shelves.
5. Wraps and bags merchandise.
6. Demonstrates positive attitudes toward co-workers and customers.

PERFORMANCE OBJECTIVES AND CRITERION-REFERENCED MEASURES:

1.01 Given 10 sales tickets of varied length, the student will be able to complete cash or credit sales tickets in 30 minutes with 97 percent accuracy.

2.01 Given 20 sales transactions, the student will make change in 15 minutes with 95 percent accuracy when given amounts greater than the sales tickets.

3.01 Given 10 credit memo forms covering different types of merchandise, the student will be able to complete the forms with 95 percent accuracy.

4.01 Given instructor- and student-prepared materials, the student will demonstrate ability to stock shelves according to instructor-prepared instructions.

5.01 Given a simulation kit with wrapping paper, bags, and merchandise, the student will demonstrate ability to wrap and bag different types of merchandise according to instructions contained in the simulation kit.

6.01 Given 5 instructor-prepared case histories concerning human relations, the student will analyze 4 of the case histories with 95 percent accuracy.

ACTIVITY GRADE SHEET

JOB_____ NAME_____

PERFORMANCE OBJECTIVE NO._____

ACTIVITY NUMBER	SCORE	GRADE	DATE STARTED	DATE FINISHED	COMMENTS

PERFORMANCE OBJECTIVE TEST NO._____	SCORE	GRADE	TIME STARTED	TIME FINISHED	COMMENTS

Instructor's signature_____ Student's signature_____

JOB: SALES CLERK

Performance Objective No. 1

Given 12 sales tickets, the student will be able to complete cash or charge sales tickets in 30 minutes with 97 percent accuracy.

Prerequisites

The student must score 85 percent on a basic arithmetic review test (enclosed). If the student does not score 85 percent, he should be given a review in basic arithmetic, using Steck-Vaughn's Working with Numbers series or comparable materials prepared or chosen by the instructor. Upon completion of the basic arithmetic review, the student should be retested.

Materials and/or Equipment

Sales list, sales slips, and price catalog (instructor-prepared or available in South-Western Clerical Record Keeping kit).

Activities for Performance Objective No. 1

1. During the previous week, the sales listed on the enclosed sheet were made. Prepare the 40 customer sales slips according to instructions given below:

   A. Write carefully, neatly, and clearly.
   B. Write your name on the line after the word "Agent."
   C. Fill in the lines for date, customer, and street.
   D. Use a separate line for each purchased item.
   E. Use price catalog to determine price of each item.
   F. Add the prices of all purchased items and write the total on the line with the word "Total."
   G. Determine the sales tax on this total and write the amount on the "Sales Tax" line (sales tax is 5% of total).
   H. Add the total and the sales tax and write the amount on the line with the words "Pay this Amount."
   I. Circle "cash" or "charge" according to type of sale.
   J. Number each sales slip to correspond to customer list.

2. Upon satisfactory completion of Activity No. 1, ask the instructor for the Performance Objective No. 1 Test.

JOB: SALES CLERK
PERFORMANCE OBJECTIVE NO. 1
ACTIVITY NO. 1

PRICE LIST

	Catalog No.	Price
After Shave Lotion	74	$1.89
Bath Brush	38	2.69
Bath Mist	75	2.29
Bath Oil	76	2.10
Bath Powder	72	2.10
Bath Refresher	78	2.09
Bathtub Brush	31	1.89
Body Lotion	56	1.29
Bowl Brush	37	1.89
Bowl Cleaner	42	.75
Bristle Comb	62	3.05
Bubble Bath	73	1.10
Cleansing Cream	59	2.48
Cologne	264	1.98
Comb Set	65	2.39
Compact	216	3.00
Cream Sachet	270	1.49
Deodorant	70	1.09
Deodorizer	20	2.00
Dry Mop	122	3.65
Dust Glove	515	1.15
Duster Spray	511	1.95
Dusting Powder	83	2.69
Fiber Broom	119	2.89
Foot Spray	80	1.98

JOB: SALES CLERK
PERFORMANCE OBJECTIVE NO. 1
ACTIVITY NO. 1

PRICE LIST

	Catalog No.	Price
Furniture Polish	25	$1.79
Furniture Wax	24	1.79
Glass Cleaner	165	1.19
Grease Chaser	148	1.60
Hair Rinse	272	1.30
Hair Spray	276	1.80
Hairbrush	32	3.09
Hand Brush	39	.49
Hand Cream	50	2.09
Hand Lotion	52	1.30
Insect Killer	716	2.19
Ironing Board Cover	96	2.89
Light Mirror	418	9.88
Lipstick	34	.98
Moth Proofer	153	2.35
Nail Polish	53	1.10
Perfume	268	4.50
Pet Shampoo	609	1.19
Room Spray	22	1.75
Rug Shampoo Set	840	11.50
Shampoo	71	1.98
Shave Cream	79	1.10
Silver Polish	87	.99
Sponge Mop	112	4.25

JOB: SALES CLERK
PERFORMANCE OBJECTIVE NO. 1
ACTIVITY NO. 1

PRICE LIST

	Catalog No.	Price
Spot Remover	12	$ 1.69
Stand Mirror	415	10.30
Steel Sponges	141	1.98
Suntan Lotion	58	1.95

JOB: SALES CLERK
PERFORMANCE OBJECTIVE NO. 1
ACTIVITY NO. 1

CUSTOMER LIST
May 5

1. Mrs. Nathan Smiley
   432 Edson Place

   1 Comb Set
   1 Hand Lotion
   1 Bath Oil
CASH

2. Mrs. James Courson
   403 Edson Place

   1 Bowl Brush
   1 Bathtub Brush
   1 Bowl Cleaner
CASH

3. Mrs. Monroe Kammer
   386 Edson Place

   1 Bath Brush
   1 Bristle Comb
   1 Foot Spray
CHARGE

4. Mrs. Gordon Winters
   218 Lions Avenue

   1 Dusting Powder
CASH

5. Mrs. Ronald Racors
   224 Lions Avenue

   1 Spot Remover
   1 Ironing Board Cover
   1 Silver Polish
   1 Deordorant
CHARGE

6. Mrs. Joseph Rule
   306 Lions Avenue

   1 Bath Refresher
   1 Furniture Wax
CASH

7. Mrs. Samuel Targel
   201 Uclid Avenue

   1 Sponge Mop
   1 Fiber Broom
   1 Bowl Brush
   1 Bathtub Brush
CASH

8. Mrs. James Clorak
   225 Uclid Avenue

   1 After Shave Lotion
   1 Deordorant
   1 Shave Cream
   1 Bubble Bath
CASH

9. Mrs. Norbert Angell
   240 Uclid Avenue

   1 Hand Brush
   2 Bristle Combs
   2 Deodorants
CHARGE

10. Mrs. David MacGruder
    301 Uclid Avenue

    1 Lipstick
    1 Deodorant
CASH

11. Mrs. Benjamin Oiley
    40 Cross Avenue

    1 Suntan Lotion
    1 Hand Cream
    1 Compact
CASH

12. Mrs. Michael Grant
    63 Cross Avenue

    1 Silver Polish
    1 Bath Oil
    1 Suntan Lotion
    1 Hand Cream
CHARGE

JOB: SALES CLERK
PERFORMANCE OBJECTIVE NO. 1
ACTIVITY NO. 1

CUSTOMER LIST
May 6

13. Mrs. William Petal
85 Cross Avenue

1 Comb Set
1 Dry Mop
1 Foot Spray
CASH

14. Mrs. Robert March
99 Cross Avenue

1 Insect Killer
1 Glass Cleaner
CASH

15. Mrs. James Storey
130 Cross Avenue

1 Pet Shampoo
1 Room Spray

CASH

16. Mrs. Lloyd Marshall
485 Clinton Avenue

1 Hairbrush
1 Comb Set

CHARGE

17. Mrs. Morris Mentor
506 Clinton Avenue

1 Stand Mirror
1 Bath Brush

CHARGE

18. Mrs. James Johnson
222 Yale Avenue

1 Furniture Wax
CASH

19. Mrs. Layton Shields
592 Clinton Avenue

1 Hair Spray
1 Hair Rinse
1 Silver Polish
CHARGE

20. Mrs. Gene Sheridan
290 Yale Avenue

1 Bowl Brush
1 Bowl Cleaner
CASH

21. Mrs. David Needle
296 Yale Avenue

1 Ironing Board Cover
1 Furniture Wax
CHARGE

22. Mrs. Saul Maybaum
356 Yale Avenue

1 Compact
CASH

23. Mrs. Robert Scherer
219 State Street

1 Bath Oil
1 Comb Set
1 Hand Lotion
1 Compact
CHARGE

24. Mrs. Arthur Morley
227 State Street

1 Bath Mist
1 Bath Brush
1 Bath Oil
CHARGE

25. Mrs. Richard Kestner
235 State Street

1 Deodorizer
1 Steel Sponge
1 Cream Sachet
CHARGE

26. Mrs. Jervis Smith
240 State Street

1 Grease Chaser
CASH

JOB: SALES CLERK
PERFORMANCE OBJECTIVE NO. 1
ACTIVITY NO. 1

CUSTOMER LIST
May 7

27. Mrs. Morton Catler
252 State Street

1 Cologne
1 Perfume
CASH

28. Mrs. Joseph Lang
19 Main Street

1 Stand Mirror
CASH

29. Mrs. Henry Rand
48 Main Street

1 Deodorizer
1 Furniture Wax
1 Hand Brush
CHARGE

30. Mrs. Jerome Jay
86 Main Street

1 After Shave Lotion
1 Shave Cream
CASH

31. Mrs. Alfred Stoner
112 Main Street

1 Stand Mirror
CASH

32. Mrs. Milton Langton
88 New Street

1 Sponge Mop
1 Fiber Broom
CASH

33. Mrs. Franklyn Meadows
101 New Street

1 Bristle Comb
CASH

34. Mrs. Steven Longman
109 New Street

1 Dry Mop
1 Dust Glove
CASH

35. Mrs. Louis Lassiter
176 New Street

1 Hand Brush
1 Hairbrush
CASH

36. Mrs. Al Steeley
183 New Street

1 Furniture Polish
CASH

37. Mrs. James Coltar
126 New Street

1 Deodorizer
1 Cream Sachet
CHARGE

38. Mrs. David Duncan
427 Long Avenue

1 Fiber Broom
CASH

39. Mrs. Lewis Griffin
472 Long Avenue

1 Shampoo
1 Hand Cream
CHARGE

40. Mrs. L. Wister
125 Rose Street

1 Compact
1 Lipstick
1 Bath Powder
CHARGE

PERFORMANCE OBJECTIVE NO. 1
ACTIVITY NO. 1

Name _____

1
HOME PRODUCTS CO.

Agent _____

Date _____

Customer _____

Street _____

Quantity	No.	Description	Price	
CASH CHARGE		Total		
		Sales Tax		
		Pay this Am't		

2
HOME PRODUCTS CO.

Agent _____

Date _____

Customer _____

Street _____

Quantity	No.	Description	Price	
CASH CHARGE		Total		
		Sales Tax		
		Pay this Am't		

3
HOME PRODUCTS CO.

Agent _____

Date _____

Customer _____

Street _____

Quantity	No.	Description	Price	
CASH CHARGE		Total		
		Sales Tax		
		Pay this Am't		

4
HOME PRODUCTS CO.

Agent _____

Date _____

Customer _____

Street _____

Quantity	No.	Description	Price	
CASH CHARGE		Total		
		Sales Tax		
		Pay this Am't		

PERFORMANCE OBJECTIVE NO. 1
ACTIVITY NO. 1

Name _____

5
HOME PRODUCTS CO.

Agent _____

Date _____

Customer _____

Street _____

Quantity	No.	Description	Price	
CASH / CHARGE		Total		
		Sales Tax		
		Pay this Am't		

6
HOME PRODUCTS CO.

Agent _____

Date _____

Customer _____

Street _____

Quantity	No.	Description	Price	
CASH / CHARGE		Total		
		Sales Tax		
		Pay this Am't		

7
HOME PRODUCTS CO.

Agent _____

Date _____

Customer _____

Street _____

Quantity	No.	Description	Price	
CASH / CHARGE		Total		
		Sales Tax		
		Pay this Am't		

8
HOME PRODUCTS CO.

Agent _____

Date _____

Customer _____

Street _____

Quantity	No.	Description	Price	
CASH / CHARGE		Total		
		Sales Tax		
		Pay this Am't		

PERFORMANCE OBJECTIVE NO. 1
ACTIVITY NO. 1

Name _____

9
HOME PRODUCTS CO.

Agent _____

Date _____

Customer _____

Street _____

Quantity	No.	Description	Price	
CASH CHARGE		Total		
		Sales Tax		
		Pay this Am't		

10
HOME PRODUCTS CO.

Agent _____

Date _____

Customer _____

Street _____

Quantity	No.	Description	Price	
CASH CHARGE		Total		
		Sales Tax		
		Pay this Am't		

11
HOME PRODUCTS CO.

Agent _____

Date _____

Customer _____

Street _____

Quantity	No.	Description	Price	
CASH CHARGE		Total		
		Sales Tax		
		Pay this Am't		

12
HOME PRODUCTS CO.

Agent _____

Date _____

Customer _____

Street _____

Quantity	No.	Description	Price	
CASH CHARGE		Total		
		Sales Tax		
		Pay this Am't		

PERFORMANCE OBJECTIVE NO. 1
ACTIVITY NO. 1

Name _____

13
HOME PRODUCTS CO.

Agent _____

Date _____

Customer _____

Street _____

Quantity	No.	Description	Price	
CASH / CHARGE		Total		
		Sales Tax		
		Pay this Am't		

14
HOME PRODUCTS CO.

Agent _____

Date _____

Customer _____

Street _____

Quantity	No.	Description	Price	
CASH / CHARGE		Total		
		Sales Tax		
		Pay this Am't		

15
HOME PRODUCTS CO.

Agent _____

Date _____

Customer _____

Street _____

Quantity	No.	Description	Price	
CASH / CHARGE		Total		
		Sales Tax		
		Pay this Am't		

16
HOME PRODUCTS CO.

Agent _____

Date _____

Customer _____

Street _____

Quantity	No.	Description	Price	
CASH / CHARGE		Total		
		Sales Tax		
		Pay this Am't		

PERFORMANCE OBJECTIVE NO. 1
ACTIVITY NO. 1

Name _____

17
HOME PRODUCTS CO.

Agent _____

Date _____

Customer _____

Street _____

Quantity	No.	Description	Price	
CASH / CHARGE		Total		
		Sales Tax		
		Pay this Am't		

18
HOME PRODUCTS CO.

Agent _____

Date _____

Customer _____

Street _____

Quantity	No.	Description	Price	
CASH / CHARGE		Total		
		Sales Tax		
		Pay this Am't		

19
HOME PRODUCTS CO.

Agent _____

Date _____

Customer _____

Street _____

Quantity	No.	Description	Price	
CASH / CHARGE		Total		
		Sales Tax		
		Pay this Am't		

20
HOME PRODUCTS CO.

Agent _____

Date _____

Customer _____

Street _____

Quantity	No.	Description	Price	
CASH / CHARGE		Total		
		Sales Tax		
		Pay this Am't		

PERFORMANCE OBJECTIVE NO. 1
ACTIVITY NO. 1

Name _____

21
HOME PRODUCTS CO.

Agent _____

Date _____

Customer _____

Street _____

Quantity	No.	Description	Price	
CASH CHARGE		Total		
		Sales Tax		
		Pay this Am't		

22
HOME PRODUCTS CO.

Agent _____

Date _____

Customer _____

Street _____

Quantity	No.	Description	Price	
CASH CHARGE		Total		
		Sales Tax		
		Pay this Am't		

23
HOME PRODUCTS CO.

Agent _____

Date _____

Customer _____

Street _____

Quantity	No.	Description	Price	
CASH CHARGE		Total		
		Sales Tax		
		Pay this Am't		

24
HOME PRODUCTS CO.

Agent _____

Date _____

Customer _____

Street _____

Quantity	No.	Description	Price	
CASH CHARGE		Total		
		Sales Tax		
		Pay this Am't		

PERFORMANCE OBJECTIVE NO. 1
ACTIVITY NO. 1

Name _____

25
HOME PRODUCTS CO.

Agent _____

Date _____

Customer _____

Street _____

Quantity	No.	Description	Price	
CASH CHARGE		Total		
		Sales Tax		
		Pay this Am't		

26
HOME PRODUCTS CO.

Agent _____

Date _____

Customer _____

Street _____

Quantity	No.	Description	Price	
CASH CHARGE		Total		
		Sales Tax		
		Pay this Am't		

27
HOME PRODUCTS CO.

Agent _____

Date _____

Customer _____

Street _____

Quantity	No.	Description	Price	
CASH CHARGE		Total		
		Sales Tax		
		Pay this Am't		

28
HOME PRODUCTS CO.

Agent _____

Date _____

Customer _____

Street _____

Quantity	No.	Description	Price	
CASH CHARGE		Total		
		Sales Tax		
		Pay this Am't		

85

PERFORMANCE OBJECTIVE NO. 1
ACTIVITY NO. 1

Name _____

29
HOME PRODUCTS CO.

Agent _____

Date _____

Customer _____

Street _____

Quantity	No.	Description	Price	
CASH CHARGE		Total		
		Sales Tax		
		Pay this Am't		

30
HOME PRODUCTS CO.

Agent _____

Date _____

Customer _____

Street _____

Quantity	No.	Description	Price	
CASH CHARGE		Total		
		Sales Tax		
		Pay this Am't		

31
HOME PRODUCTS CO.

Agent _____

Date _____

Customer _____

Street _____

Quantity	No.	Description	Price	
CASH CHARGE		Total		
		Sales Tax		
		Pay this Am't		

32
HOME PRODUCTS CO.

Agent _____

Date _____

Customer _____

Street _____

Quantity	No.	Description	Price	
CASH CHARGE		Total		
		Sales Tax		
		Pay this Am't		

PERFORMANCE OBJECTIVE NO. 1
ACTIVITY NO. 1

Name _____

33
HOME PRODUCTS CO.

Agent _____

Date _____

Customer _____

Street _____

Quantity	No.	Description	Price	
CASH CHARGE		Total		
		Sales Tax		
		Pay this Am't		

34
HOME PRODUCTS CO.

Agent _____

Date _____

Customer _____

Street _____

Quantity	No.	Description	Price	
CASH CHARGE		Total		
		Sales Tax		
		Pay this Am't		

35
HOME PRODUCTS CO.

Agent _____

Date _____

Customer _____

Street _____

Quantity	No.	Description	Price	
CASH CHARGE		Total		
		Sales Tax		
		Pay this Am't		

36
HOME PRODUCTS CO.

Agent _____

Date _____

Customer _____

Street _____

Quantity	No.	Description	Price	
CASH CHARGE		Total		
		Sales Tax		
		Pay this Am't		

PERFORMANCE OBJECTIVE NO. 1
ACTIVITY NO. 1

Name _____

37
HOME PRODUCTS CO.

Agent _____

Date _____

Customer _____

Street _____

Quantity	No.	Description	Price	
CASH / CHARGE		Total		
		Sales Tax		
		Pay this Am't		

38
HOME PRODUCTS CO.

Agent _____

Date _____

Customer _____

Street _____

Quantity	No.	Description	Price	
CASH / CHARGE		Total		
		Sales Tax		
		Pay this Am't		

39
HOME PRODUCTS CO.

Agent _____

Date _____

Customer _____

Street _____

Quantity	No.	Description	Price	
CASH / CHARGE		Total		
		Sales Tax		
		Pay this Am't		

40
HOME PRODUCTS CO.

Agent _____

Date _____

Customer _____

Street _____

Quantity	No.	Description	Price	
CASH / CHARGE		Total		
		Sales Tax		
		Pay this Am't		

JOB: SALES CLERK
PERFORMANCE OBJECTIVE NO. 1
ACTIVITY NO. 2

TEST

INSTRUCTIONS: During the previous week the sales listed on the enclosed sheet were made. Using the enclosed price catalog, customer list, and sales slips, prepare the 12 sales slips according to the following instructions:

A. Write carefully, neatly, and clearly.
B. Write your name on the line after the word "Agent."
C. Fill in the lines for date, customer, and street.
D. Use a separate line for each purchased item.
E. Use the price catalog to determine price of each item.
F. Add the prices of all purchased items and write the total on the line with the word "Total."
G. Determine the sales tax on this total and write the amount on the "Sales Tax" line (sales tax is 5% of Total).
H. Add the total and the sales tax and write the amount on the line with the words "Pay this Amount."
I. Circle "Cash" or "Charge" according to the type of sale.
J. Number each sales slip to correspond to customer list.

JOB: SALES CLERK
PERFORMANCE OBJECTIVE NO. 1 TEST
ACTIVITY NO. 2

PRICE LIST

	Catalog No.	Price
After Shave Lotion	74	$ 1.89
Bath Brush	38	2.69
Bath Mist	75	2.29
Bath Oil	76	2.10
Bath Powder	72	2.10
Bath Refresher	78	2.09
Bathtub Brush	31	1.89
Body Lotion	56	1.29
Bowl Brush	37	1.89
Bowl Cleaner	42	.75
Bristle Comb	62	3.05
Bubble Bath	73	1.10
Cleansing Cream	59	2.48
Cologne	264	1.98
Comb Set	65	2.39
Compact	216	3.00
Cream Sachet	270	1.49
Deodorant	70	1.09
Deodorizer	20	2.00
Dry Mop	122	3.65
Dust Glove	515	1.15
Duster Spray	511	1.95
Dusting Powder	83	2.69
Fiber Broom	119	2.89
Foot Spray	80	1.98

JOB: SALES CLERK
PERFORMANCE OBJECTIVE NO. 1 TEST
ACTIVITY No. 2

PRICE LIST

	Catalog No.	Price
Furniture Polish	25	$ 1.79
Furniture Wax	24	1.79
Glass Cleaner	165	1.19
Grease Chaser	148	1.60
Hair Rinse	272	1.30
Hair Spray	276	1.80
Hairbrush	32	3.09
Hand Brush	39	.49
Hand Cream	50	2.09
Hand Lotion	52	1.30
Insect Killer	716	2.19
Ironing Board Cover	96	2.89
Light Mirror	418	9.88
Lipstick	34	.98
Moth Proofer	153	2.35
Nail Polish	53	1.10
Perfume	268	4.50
Pet Shampoo	609	1.19
Room Spray	22	1.75
Rug Shampoo Set	840	11.50
Shampoo	71	1.98
Shave Cream	79	1.10
Silver Polish	87	.99
Sponge Mop	112	4.25

JOB: SALES CLERK
PERFORMANCE OBJECTIVE NO. 1 TEST
ACTIVITY NO. 2

PRICE LIST

	Catalog No.	Price
Spot Remover	12	$ 1.69
Stand Mirror	415	10.30
Steel Sponges	141	1.98
Suntan Lotion	58	1.95

JOB: SALES CLERK
PERFORMANCE OBJECTIVE NO. 1 TEST
ACTIVITY NO. 2

CUSTOMER LIST
June 1

1. Mrs. Fred Marford
246 Broat Street

1 Comb set
CASH

2. Mrs. Morris Morberg
505 Robin Place

1 Bubble Bath
1 Bath Powder
CHARGE

3. Mrs. Harry Roth
745 Robin Place

1 Pet Shampoo
CASH

4. Mrs. Dale Warden
14 Hill Street

1 Bowl Brush
1 Bowl Cleaner
1 Deodorant
CHARGE

5. Mrs. Cedric Kaufman
406 Helen Avenue

1 Furniture Wax
1 Room Spray
1 Grease Chaser
CHARGE

6. Mrs. James Blair
348 Broad Street

1 Lipstick
1 Deodorant
CASH

7. Mrs. Frank Mayer
28 Hill Street

1 Bristle Comb
1 Hairbrush
1 Hand Cream
CHARGE

8. Mrs. Donald Deemers
176 Court Street

1 Shampoo
1 Hand Cream
CASH

9. Mrs. Otto Reichman
148 Court Street

2 Hairbrushes
1 Hand Cream
CASH

10. Mrs. Paul Hampton
515 James Street

1 Sponge Mop
1 Fiber Broom
1 Deodorizer
CHARGE

11. Mrs. John Whitman
212 Berry Avenue

1 Silver Polish
CASH

12. Mrs. Walter Allen
476 Second Street

1 Stand Mirror
CASH

PERFORMANCE OBJECTIVE NO. 1
ACTIVITY NO. 2

Name _____

1
HOME PRODUCTS CO.

Agent _____

Date _____

Customer _____

Street _____

Quantity	No.	Description	Price	
CASH CHARGE		Total		
		Sales Tax		
		Pay this Am't		

2
HOME PRODUCTS CO.

Agent _____

Date _____

Customer _____

Street _____

Quantity	No.	Description	Price	
CASH CHARGE		Total		
		Sales Tax		
		Pay this Am't		

3
HOME PRODUCTS CO.

Agent _____

Date _____

Customer _____

Street _____

Quantity	No.	Description	Price	
CASH CHARGE		Total		
		Sales Tax		
		Pay this Am't		

4
HOME PRODUCTS CO.

Agent _____

Date _____

Customer _____

Street _____

Quantity	No.	Description	Price	
CASH CHARGE		Total		
		Sales Tax		
		Pay this Am't		

PERFORMANCE OBJECTIVE NO. 1
ACTIVITY NO. 2

Name _____

5
HOME PRODUCTS CO.

Agent _____

Date _____

Customer _____

Street _____

Quantity	No.	Description	Price

CASH / CHARGE — Total / Sales Tax / Pay this Am't

6
HOME PRODUCTS CO.

Agent _____

Date _____

Customer _____

Street _____

Quantity	No.	Description	Price

CASH / CHARGE — Total / Sales Tax / Pay this Am't

7
HOME PRODUCTS CO.

Agent _____

Date _____

Customer _____

Street _____

Quantity	No.	Description	Price

CASH / CHARGE — Total / Sales Tax / Pay this Am't

8
HOME PRODUCTS CO.

Agent _____

Date _____

Customer _____

Street _____

Quantity	No.	Description	Price

CASH / CHARGE — Total / Sales Tax / Pay this Am't

93

PERFORMANCE OBJECTIVE NO. 1
ACTIVITY NO. 2

Name _____

9
HOME PRODUCTS CO.

Agent _____

Date _____

Customer _____

Street _____

Quantity	No.	Description	Price	
CASH CHARGE		Total		
		Sales Tax		
		Pay this Amt.		

10
HOME PRODUCTS CO.

Agent _____

Date _____

Customer _____

Street _____

Quantity	No.	Description	Price	
CASH CHARGE		Total		
		Sales Tax		
		Pay this Amt.		

11
HOME PRODUCTS CO.

Agent _____

Date _____

Customer _____

Street _____

Quantity	No.	Description	Price	
CASH CHARGE		Total		
		Sales Tax		
		Pay this Amt.		

12
HOME PRODUCTS CO.

Agent _____

Date _____

Customer _____

Street _____

Quantity	No.	Description	Price	
CASH CHARGE		Total		
		Sales Tax		
		Pay this Amt.		

96

JOB: SALES CLERK

Performance Objective No. 2

Given 20 sales transactions, the student will make change in 15 minutes with 95 percent accuracy when given amounts greater than the sales tickets.

Prerequisites

The student will have satisfactorily completed Performance Objective No. 1.

Materials and/or Equipment

A money tray, play money, and 25 monetary exercises (exercises may be instructor-prepared or taken from South-Western Clerical Record Keeping kit).

Activities for Performance Objective No. 2

1. Determine the amount of coins and bills required to complete each sales transaction on Exercises No. 1 and No. 2. List under the appropriate headings the number of coins and bills required to complete the transaction (use as large a denomination of coins and bills as possible).
2. Upon satisfactory completion of the exercises, ask the instructor for the Performance Objective No. 2 Test.

JOB: SALES CLERK
PERFORMANCE OBJECTIVE NO. 2
ACTIVITY NO. 1

EXERCISE NO. 1

LEARNING TO MAKE CHANGE

Making change is an integral part of the Sales Clerk's job. You must perform this responsibility with accuracy and skill. The exercises that follow will acquaint you with the procedures for making change correctly.

INSTRUCTIONS: Using the least number of coins and bills, indicate the amount of change to be returned for each of the following transactions.

AMOUNT OF SALE	AMOUNT TENDERED	DEMONINATIONS						
		.01	.05	.10	.25	.50	1.00	5.00
1. $2.73	$ 5.00							
2. $ .17	$ .50							
3. $1.29	$10.00							
4. $ .81	$ 1.01							
5. $ .39	$20.00							
6. $ .26	$ 5.01							
7. $7.57	$10.00							
8. $3.05	$ 5.00							
9. $2.76	$10.00							
10. $1.59	$20.00							

Worth: 10 Points

Score: _____

Grade: _____

JOB: SALES CLERK
PERFORMANCE OBJECTIVE NO. 2
ACTIVITY NO. 1

EXERCISE NO. 2

LEARNING TO MAKE CHANGE

Making change is an integral part of the Sales Clerk's job. You must perform this responsibility with accuracy and skill. The exercises that follow will acquaint you with the procedures for making change correctly.

INSTRUCTIONS: Using the least number of coins and bills, indicate the amount of change to be returned for each of the following transactions.

AMOUNT OF SALE	AMOUNT TENDERED	DEMONINATIONS						
		.01	.05	.10	.25	.50	1.00	5.00
1. $2.73	$ 5.00							
2. $ .17	$ .50							
3. $1.29	$ 5.00							
4. $ .81	$ 1.00							
5. $ .39	$10.00							
6. $ .21	$ .50							
7. $7.57	$10.00							
8. $3.02	$ 5.00							
9. $2.76	$10.00							
10. $1.57	$ 5.00							

Worth: 10 Points

Score: _____

Grade: _____

JOB: SALES CLERK
PERFORMANCE OBJECTIVE NO. 2
ACTIVITY NO. 2

MAKING CHANGE TEST

Listed below are making change exercises. The amount of sale and amount of money tendered is given. Please indicate the amount of change to be returned for each of the following transactions by using the least number of coins and bills.

AMOUNT OF SALE	AMOUNT TENDERED	DENOMINATIONS						
		.01	.05	.10	.25	.50	1.00	5.00
1. $5.72	$12.00							
2. $4.88	$35.00							
3. $5.01	$10.00							
4. $5.69	$40.50							
5. $3.72	$10.00							
6. $6.41	$15.50							
7. $6.40	$10.00							
8. $4.27	$20.00							
9. $4.46	$ 5.50							
10. $9.25	$20.00							

Worth: 10 Points

Score: _____

Grade: _____

JOB: SALES CLERK
PERFORMANCE OBJECTIVE NO. 2
ACTIVITY NO. 2

MAKING CHANGE TEST Cont'd

AMOUNT OF SALE	AMOUNT TENDERED							
		.01	.05	.10	.25	.50	1.00	5.00
1. $4.06	$10.00							
2. $4.63	$ 5.00							
3. $4.46	$ 5.50							
4. $9.25	$20.00							
5. $4.06	$10.00							
6. $4.63	$ 5.00							
7. $5.72	$12.00							
8. $4.88	$35.00							
9. $5.01	$10.00							
10. $5.69	$40.00							

Worth: 10 Points

Score: _____

Grade: _____

JOB: SALES CLERK

Performance Objective No. 3

Given 10 credit memo forms covering different types of merchandise, the student will be able to complete the forms with 95 percent accuracy.

Prerequisites

The student will have satisfactorily completed Performance Objective No. 2.

Materials and/or Equipment

Ten credit memo forms (instructor-prepared)

Activities for Performance Objective No. 3

1. Complete the 10 attached memo forms.
2. Upon satisfactory completion of Activity No. 1, ask the instructor for the Performance Objective No. 3 Test.

PERFORMANCE OBJECTIVE NO. 3
ACTIVITY NO. 1

EXERCISE
CREDIT MEMORANDUMS

You are employed by the Indio Paper Company, Inc. In addition to selling paper, your company also sells office supplies.

Ten customers have returned merchandise to the Sales Department for credit. This merchandise may have the wrong size or color, or it may not have been in good condition upon arrival.

Attached are 10 memo forms to be completed by you using the following instructions:

1. Prepare a credit memo form for each customer by writing the information provided on the attached Credit Memo List under the appropriate column headings.
2. Upon completion of each credit memo form, check the completed form to see if the information is the same as that on your Credit Memo List.

JOB: SALES CLERK
PERFORMANCE OBJECTIVE NO. 3
ACTIVITY NO. 1

CREDIT MEMO LIST

No. 1

To: Paul Cardozo
9248 Overland Avenue
Boise, ID 83705

Credit Memo No.: 1
Invoice No.: 1211
Date: January 2, 1975

Sales Representative: John L. Chisholm

QUANTITY	CATALOG NO.	DESCRIPTION	UNIT PRICE	AMOUNT
1	0086	Easel and Pad	15.00	15.00
		TAX		.75
		TOTAL		15.75

XXXX

JOB: SALES CLERK
PERFORMANCE OBJECTIVE NO. 3
ACTIVITY NO. 1

CREDIT MEMO LIST Cont'd

No. 3

To: McClean Book Co.
6995 Bannock Street
Portland, OR 97204

Credit Memo No.: 3
Invoice No.: 2213
Date: January 8, 1975

Sales Representative: Charles W. Foreman

QUANTITY	CATALOG NO.	DESCRIPTION	UNIT PRICE	AMOUNT
1	0126	File, Rollaway	65.00	65.00
		TAX		3.25
		TOTAL		68.25

XXXX

JOB: SALES CLERK
PERFORMANCE OBJECTIVE NO. 3
ACTIVITY NO. 1

CREDIT MEMO LIST Cont'd

No. 5

To: Fashion Apparel
2408 Region Street
Sacramento, CA 95826

Credit Memo:No.: 5
Invoice No.: 3004
Date: March 5, 1975

Sales Representative: Benjamin Wister

QUANTITY	CATALOG NO.	DESCRIPTION	UNIT PRICE	AMOUNT
1	0134	File, two-drawer	125.00	125.00
		TAX		6.25
		TOTAL		131.25

XXXX

JOB: SALES CLERK
PERFORMANCE OBJECTIVE NO. 3
ACTIVITY NO. 1

CREDIT MEMO LIST Cont'd

No. 7

To: Art Associates
6240 Spring Street
Boise, ID 83701

Credit Memo No.: 7
Invoice No.: 2218
June 12, 1975

Sales Representative: Kirby J. Anderson

QUANTITY	CATALOG NO.	DESCRIPTION	UNIT PRICE	AMOUNT
2	0024	T-square and board	14.00	28.00
		TAX		1.40
		TOTAL		29.40

XXXX

JOB: SALES CLERK
PERFORMANCE OBJECTIVE NO. 3
ACTIVITY NO. 1

CREDIT MEMO LIST Cont'd

No. 9

To: Yucan Travel
698 Thorson
Phoenix, AZ 85029

Credit Memo No.: 9
Invoice No.: 1219
Date: January 15, 1975

Sales Representative: Barton D. Dixon

QUANTITY	CATALOG NO.	DESCRIPTION	UNIT PRICE	AMOUNT
1	0061	Bookcase, Oak	89.00	89.00
1	0022	Globe	23.68	23.68
		TOTAL		112.68
		TAX		5.63
		TOTAL		118.31

XXXX

JOB: SALES CLERK
PERFORMANCE OBJECTIVE NO. 3
ACTIVITY NO. 1

INDIO PAPER COMPANY, INC.

4677 National Road 40, East
Richmond, Indiana 47376

CREDIT MEMO

Telephone: 317-537-0548

SEND TO:

Credit Memo No.:
Invoice No.:
Date:

Quantity	Catalogue No.	Description	Unit Price	Amount
Original				

SALES REPRESENTATIVE

STUDENT'S NAME

JOB: SALES CLERK
PERFORMANCE OBJECTIVE NO. 3
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SALES REPRESENTATIVE

STUDENT'S NAME

JOB: SALES CLERK
PERFORMANCE OBJECTIVE NO. 3
ACTIVITY NO. 2

TEST ON CREDIT MEMORANDUMS

You are employed by the Indio Paper Company, Inc. In addition to selling paper, your company also sells office supplies.

Ten customers have returned merchandise to the Sales Department for credit. This merchandise may have been the wrong size or color, or it may not have been in good condition upon arrival.

Attached are 10 memo forms to be completed by you using the following instructions:

1. Prepare a credit memo form for each customer by writing the information provided on the attached Credit Memo List under the appropriate column headings.
2. Upon completion of each credit memo form, check the completed form to see if the information is the same as that on your Credit Memo List.

JOB: SALES CLERK
PERFORMANCE OBJECTIVE NO. 3 TEST
ACTIVITY NO. 2

CREDIT MEMO LIST

No. 1

To: Jean Salvatore
22 Willow Street
Boise, ID 83702

Credit Memo No.: 1
Invoice No.: 1121
Date: January 14, 1975

Sales Representative: Juanita Gomez

QUANTITY	CATALOG NO.	DESCRIPTION	UNIT PRICE	AMOUNT
1	2214-X	Sealing machine	4.65	4.65
		TAX		.14
		TOTAL		4.79

XXXX

JOB: SALES CLERK
PERFORMANCE OBJECTIVE NO. 3 TEST
ACTIVITY NO. 2

CREDIT MEMO LIST

No. 3

To: John Chadwick
101 Delco Street
Ovid, ID 83260

Credit Memo No.: 3
Invoice No.: 1040
Date: January 14, 1975

Sales Representative: Sean Kern

QUANTITY	CATALOG NO.		UNIT PRICE	AMOUNT
1	332-X	Rubber Stamp	2.23	2.23
1	333-X	Stamp Pad	.75	.75
		TOTAL		2.98
		TAX		.09
		TOTAL		3.07

XXXX

JOB: SALES CLERK
PERFORMANCE OBJECTIVE NO. 3 TEST
ACTIVITY NO. 2

CREDIT MEMO LIST

No. 5

To: Cash and Carry Company
201 26th Street
Terra Haute, IN 47802

Credit Memo No.: 5
Invoice No.: 1080
Date: January 14, 1975

Sales Representative: John Weber

QUANTITY	CATALOG NO.	DESCRIPTION		UNIT PRICE	AMOUNT
2 pkgs.	P0345	Felt markers		1.50	3.00
			TAX		.09
			TOTAL		3.09

XXXX

JOB: SALES CLERK
PERFORMANCE OBJECTIVE NO. 3 Test
ACTIVITY NO. 2 Cont'd

CREDIT MEMO LIST

No. 7

To: Robert Ramasey
11 Main Street
Boise, ID 83701

Credit Memo No.: 7
Invoice No.: 1111
Date: January 14, 1975

Sales Representative: Verne Schaffner

QUANTITY	CATALOG NO.	DESCRIPTION	UNIT PRICE	AMOUNT
1	PX 24	Desk file	31.95	31.95
		TAX		.96
		TOTAL		32.91

XXXX

JOB: SALES CLERK
PERFORMANCE OBJECTIVE NO. 3 TEST
ACTIVITY NO. 2 Cont'd

CREDIT MEMO LIST

No. 9

To: Diane Riley
222 Pearl Lane
Warren, ID 83671

Credit Memo No.: 9
Invoice No.: 1090
Date: January 14, 1975

Sales Representative: Lee Seljik

QUANTITY	CATALOG NO.	DESCRIPTION	UNIT PRICE	AMOUNT
1	214	Shelf Cabinet Unit	57.80	57.80
		TAX		1.73
		TOTAL		59.53

XXXX

JOB: SALES CLERK
PERFORMANCE OBJECTIVE NO. 3 TEST
ACTIVITY NO. 2

INDIO PAPER COMPANY, INC.

4677 National Road 40, East
Richmond, Indiana 47376

CREDIT MEMO

Telephone: 317-537-0548

SEND TO:

Credit Memo No.:
Invoice No.:
Date:

Quantity	Catalogue No.	Description	Unit Price	Amount
Original				

SALES REPRESENTATIVE

STUDENT'S NAME

JOB: SALES CLERK
PERFORMANCE OBJECTIVE NO. 3 TEST
ACTIVITY NO. 2

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SALES REPRESENTATIVE

STUDENT'S NAME

130

140

JOB: SALES CLERK
PERFORMANCE OBJECTIVE NO. 3 TEST
ACTIVITY NO. 2

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JOB: SALES CLERK
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SALES REPRESENTATIVE

STUDENT'S NAME

JOB: SALES CLERK

Performance Objective No. 4

Given instructor and student-prepared materials, the student will demonstrate ability to stock shelves according to instructor-prepared instructions.

Prerequisites

The student will have satisfactorily completed Performance Objective No. 3.

Materials and/or Equipment

Instructor-prepared exercises and instructions.

Activities for Performance Objective No. 4

1. Complete the exercises under the direction and observation of the instructor.

JOB: SALES CLERK

Performance Objective No. 5

Given instructor and student-prepared materials, the student will demonstrate ability to wrap and bag different types of merchandise according to instructions contained in the simulation kit.

Prerequisites

The student will have satisfactorily completed Performance Objective No. 4.

Materials and/or Equipment

The student will be responsible for obtaining wrapping paper, bags, and merchandise.

Activities for Performance Objective No. 5

1. Using student's materials (wrapping paper, bags, and merchandise), the student will wrap and bag the merchandise quickly and efficiently, with the instructor observing, according to the attached instructions.

PERFORMANCE OBJECTIVES NO. 5
ACTIVITY NO. 1

How to Wrap Packages for Parcel Post Shipments

If the shipping carton is strong enough and properly sealed, it is not necessary to wrap it in paper. The carton may be tied with strong twine or rope. If the shipping carton has printing on it or if it is not strong enough, wrap the carton in paper. Heavy paper of good quality should be used. The tearing of the outer paper wrapper can cause the loss of the address or the return address, rendering the parcel undeliverable.

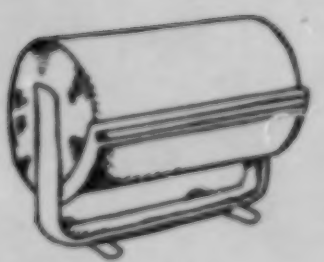
WRAPPING MATERIALS

SISAL TWINE
(ACTUAL SIZE)

2 PLY
3 PLY

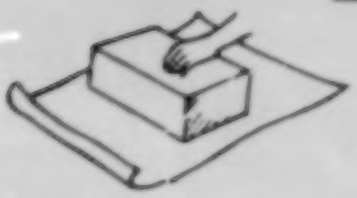
INDIA JUTE TWINE
(ACTUAL SIZE)

1
2
12
3
4

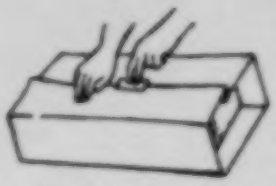


PERFORMANCE OBJECTIVE NO. 5
ACTIVITY NO. 1

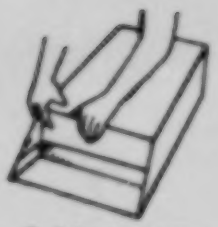
HOW TO PAPER WRAP PACKAGES



1. Place the carton on heavy paper.



2. Wrap lengthwise (Use tape to hold paper in place)



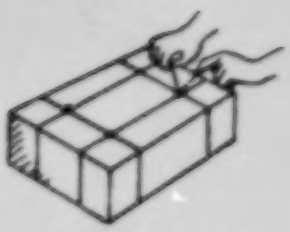
3. Fold neatly at the corners

4. Fold the corners

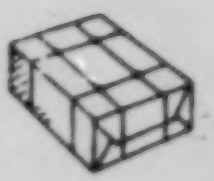
5. Secure with tape

6. Loop strong cord around end of carton

7. Pull tight and tie knot



8. Repeat steps 6 and 7. Loop cord at each intersection. Tie knot.



9. Knot

PERFORMANCE OBJECTIVES NO. 5
ACTIVITY NO. 1

How to Select Packing Materials and Containers

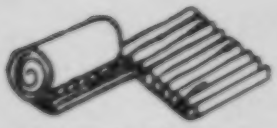
Select packing materials and containers that will protect the goods so that they will arrive in good condition.

1. Pre-packaged or boxed goods

Many items, such as small appliances, toys, and gift items are pre-packaged in individual boxes. Each box should be sealed with gum tape so it will not open or break apart in shipping.

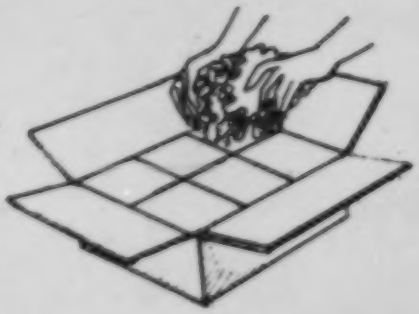
Outer shipping containers are available for pre-packaged or boxed goods in sizes to hold 6, 12, 72, and 144 individual boxes. If the shipment does not call for the full number that the container holds, stuff the empty space with newspaper or other filling materials to prevent the boxes from moving about in the container.

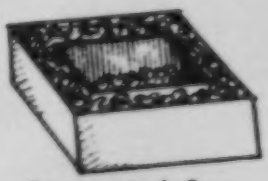
FILLER MATERIALS



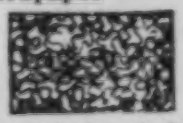
Corrugated paper

Rolled newspaper





Corrugated form with shredded newspaper



Shredded polyfoam

PERFORMANCE OBJECTIVE NO. 5
ACTIVITY NO. 1

2. Loose Items

Wearing apparel should be folded neatly with cardboard or tissue paper inserts to prevent wrinkling. Each article may be further protected by placing it in a paper or plastic bag.

FOLDING WEARING APPAREL

Close all buttons.

Place front side down, Put tissue or cardboard in center.

Fold sides to the center over the tissue or cardboard.

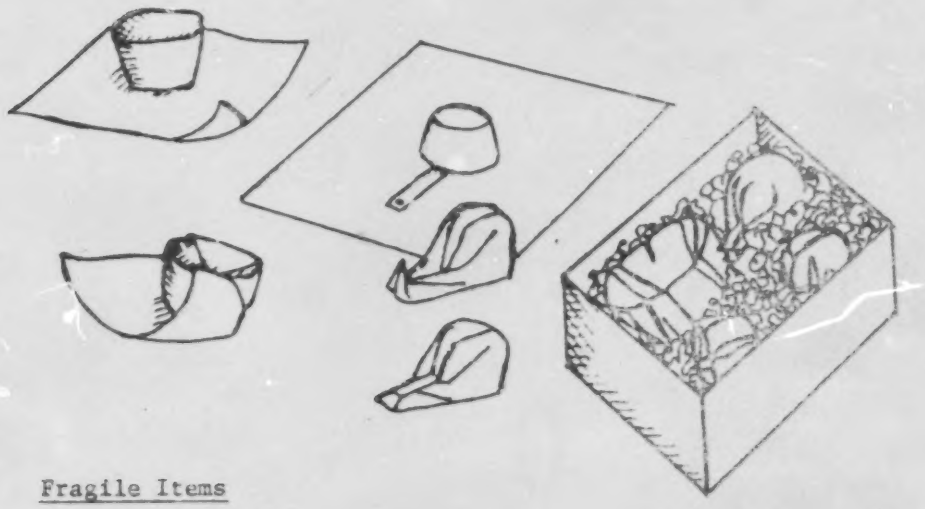
Place tissue or cardboard on garment.

Fold in half.

PERFORMANCE OBJECTIVE NO. 5
ACTIVITY NO. 1

Loose items may be protected by wrapping each item in a protective covering and placing separators between items, or by placing filler materials around the goods to protect them.

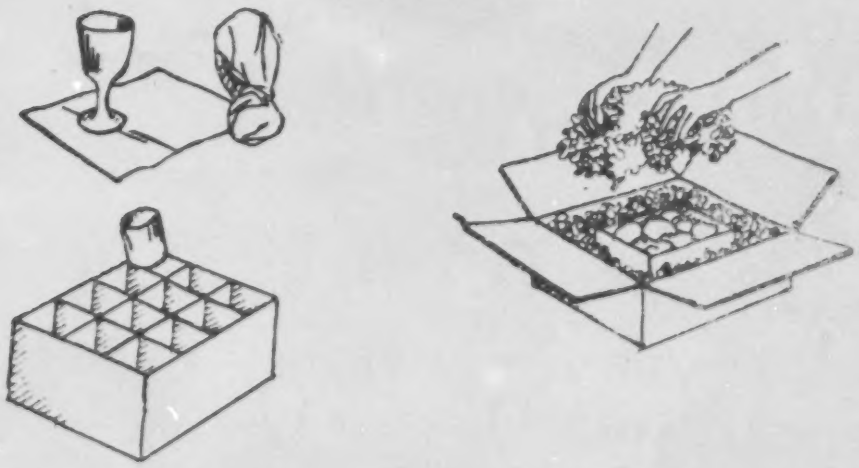
PACKING LOOSE ITEMS



3. Fragile Items

Glass, china and other breakable items should be individually protected before being placed in a shipping container. Separator forms or specially designed protective packaging may be used.

PACKING FRAGILE ITEMS



PERFORMANCE OBJECTIVE NO. 5
ACTIVITY NO. 1

Scored sheet of
corrugated board

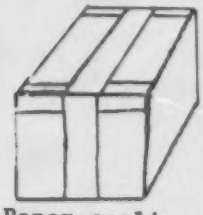
Flower container

Glass tape

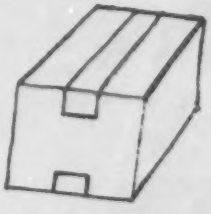
Floral arrangement is taped to corrugate sheet, then assembly is slipped into container.

How to Close Packages for Shipping

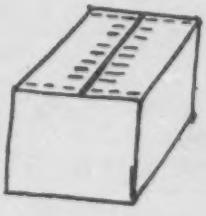
Materials used to close the packages are adhesive, metal stitches, wide crown staples, paper sealing tape or reinforced tape. Where adhesive is used, at least half of the package should be glued firmly to insu e safety of the package in shipping. Heavy parcels and those of unusual length should be strengthened with metal bands or reinforced tape around the middle of the package.



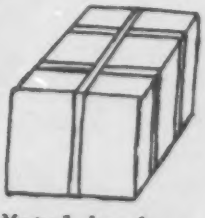
Paper sealing tape



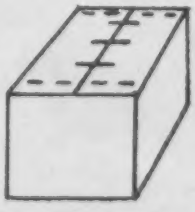
Reinforced tape



Wide Crown staples



Metal bands



Metal stitches

JOB: SALES CLERK

Performance Objective No. 6

Given 5 instructor-prepared case histories concerning human relationships, the student will analyze 4 of the case histories with 95 percent accuracy.

Prerequisites

The student will have satisfactorily completed Performance Objective No. 5.

Materials and/or Equipment

Ten instructor-prepared case histories

Activities for Performance Objective No. 6

1. Analyze the case histories according to instructions.
2. Upon satisfactory completion of Project No. 1, ask the instructor for the Performance Objective No. 6 Test.

PERFORMANCE OBJECTIVE NO. 6 EXERCISES FOR ACTIVITY NO. 1

Name_____

Date_____

Score_____

1. The man who works at the counter next to yours and who does similar work is late at least once a week. This tardiness is overlooked since efficient help is hard to get. He, however, asks you to help him catch up so he can leave at the end of the day. What should you do?

_____

_____

_____

2. Someone is always taking up a collection to buy a present for someone in the store. You feel that these frequent collections are an imposition. What should you do?

_____

_____

_____

3. Some of the store employees take coffee breaks that last longer than the fifteen minutes allowed. They usually ask you to stay longer, too. What should you do?

_____

_____

_____

4. A co-worker stops by your counter at every opportunity to chat. Your supervisor is beginning to notice, and you have work to do. What should you do?

_____

_____

_____

5. Fellow employees asked you to have lunch with them the first day of your new job. They talked unkindly about other people in the store. If you are asked to lunch with them again, what should you do?

_____

_____

PERFORMANCE OBJECTIVE NO. 6 TEST

Name_____

Date_____

Score_____

1. There are 25 people in your department. Even though you have concentrated on learning the names, you are still having difficulty after working with these people for a month. What should you do?

_____

_____

_____

2. You have been working for a year and are entitled to a week's vacation with pay. The family plans a vacation in June, and your vacation has been approved for August. Other members in your family cannot change their plans. What should you do?

_____

_____

_____

3. You have been working for the same company for several years, doing an efficient job and getting along well with the other employees. You have been passed over for promotion several times. What should you do?

_____

_____

_____

4. Mary, a member of a minority race, has not been invited by fellow workers to participate in coffee break discussions. Mary is a shy person who hesitates to initiate friendships with her fellow workers. What should you do?

_____

_____

_____

5. The supervisor is very demanding, impatient, and critizes all the clerks daily. What should you do?

_____

_____

_____

INSTRUCTOR'S COPY

LEARNING PACKET FOR

SALES CLERK JOB

AN INDIVIDUAL PROJECT
REVIEW TEST FOR ARITHMETIC PROFICIENCY

Key: Before Instruction in Arithmetic for Distribution

Purpose: To test students on basic arithmetic skills in computation and accuracy; to determine where each individual must begin improvement; and to increase his competency in new uses of arithmetic.

Pre-project preparation: None

Materials, equipment, and supplies: Reproduce the "Review Test" shown on the following pages (one copy for each student).

Procedure: Time is as important in this test as accuracy. Have students begin at the same time, and note each student's lapsed time for the whole test as he finishes. Every student should have finished by the end of the class period.

Time for completion: Fifty minutes time should be the maximum for each student. Grading may be by the instructor (recommended method) or by having students exchange papers for class grading. If the latter method is used, it is suggested that students be assigned a code number to use on their papers rather than names for identity. Code numbers may be kept in the instructor's grade book for easy reference.

Evaluation: Each student's grade should be evaluated on the basis of time and accuracy. If computational skills are evidently in need of improvement, the student should be counseled into skill-building drills. If the test shows sufficient computation skill and accuracy, the student may begin work on the Sales Clerk Performance Objectives.

BASIC ARITHMETIC REVIEW TEST

Add:

1. $5.14
   4.79
   2.47
   .89

2. $35.15
   29.29
   17.50
   27.93
   9.54
   6.26

3. $ 4.31
   7.88
   12.73
   9.29
   44.63
   7.18
   137.29

4. 3 feet, 6 inches
   4 feet, 8 inches
   3 feet, 2 inches
   9 feet, 7 inches

5. 10 lbs., 4 oz.
   8 lbs., 6 oz.
   21 lbs., 9 oz.
   7 lbs., 4 oz.
   17 lbs., 7 oz.

6. 74
   37
   118
   1466
   905
   3
   12455
   718
   9
   4073
   18

Subtract:

7. $826.37
   - 349.89

8. $1,943.17
   - 975.67

9. 57 ft., 11 in.
   -48 ft., 3 in.

10. 18 lbs.
    - 7 lbs., 12 oz.

11. 100% - 63%

12. 17,976,814
    - 377,921

13. 7,734
    -6,735

ANSWERS

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____
7. _____
8. _____
9. _____
10. _____
11. _____
12. _____
13. _____

Multiply:

14. $37.50 x 3.47

15. 27,005 x 2,411

16. 18 x 18

17. 197 x 68

18. $2,435 x .005

19. $24.35 x .075

20. 46 pounds x 14

Divide:

21. 357 ÷ 18

22. 18 ÷ 3.2

23. 1,443 ÷ 17

24. $386.15 ÷ $27.84

25. 355.891 ÷ 46.721

26. 4 feet, 9 inches ÷ 3 in.

ADD:

27. 1/2 + 1/3 + 1/6

28. 2/3 + 3/4 + 8/9

29. 3 1/2 + 12 1/4

30. 4 9/16 + 12 3/4

31. 15/21 + 6/21 +42/21

Subtract:

32. 1 3/4 - 7/8

33. 1/2 - 1/4

34. 5 1/6 - 4 1/2

14. _____

15. _____

16. _____

17. _____

18. _____

19. _____

20. _____

21. _____

22. _____

23. _____

24. _____

25. _____

26. _____

27. _____

28. _____

29. _____

30. _____

31. _____

32. _____

33. _____

34. _____

Multiply:

35. 4 1/2 x $1.35
36. 7 1/3 x 84 5/8
37. 1/2 x 1/4

Divide:

38. 2 7/8 ÷ 5/8
39. 1/2 ÷ 1/4
40. $385.25 ÷ 7 2/3

Give the decimal equivalents for the following:

41. 1/2
42. 3/4
43. 2 2/3
44. 1/3
45. 67%
46. 375 1/4
47. 3/4 of 1%

Give the fractional equivalent of the following:

48. 3.67
49. 50.50
50. 49.75
51. 23%
52. 17 2/3%
53. .6531
54. 7.22593
55. 8.1

35. _____
36. _____
37. _____
38. _____
39. _____
40. _____
41. _____
42. _____
43. _____
44. _____
45. _____
46. _____
47. _____
48. _____
49. _____
50. _____
51. _____
52. _____
53. _____
54. _____
55. _____

Perform the following extensions:

56.	15 each @ $3.78 per dozen	56. _____
57.	9 cans @ 2 for 25 cents	57. _____
58.	27 1/4 dozen @ $2.89 each	58. _____
59.	3 yards, 2 feet, 9 inches @ $.29 per foot	59. _____
60.	1 3/4 pounds @ 9 cents per ounce	60. _____

INSTRUCTOR'S ANSWER KEY

1. $13.29
2. $125.67
3. $223.31
4. 20 feet, 11 inches
5. 64 pounds, 14 ounces
6. 19,876
7. $476.48
8. $967.50
9. 9 ft., 8 in.
10. 10 lbs., 4 oz.
11. 37%
12. 17,598,893
13. 999
14. $130.13
15. 65,109,055
16. 324
17. 13,396
18. $12.18
19. $1.83
20. 644 pounds
21. 19.833
22. 5.625
23. 84.88
24. $13.87
25. 7.6
26. 19 in. (or 1 ft., 7 inc.)
27. 1
28. 2 11/36
29. 15 3/4
30. 17 5/16
31. 3
32. 7/8
33. 1/4
34. 2/3
35. $6.08
36. 620 7/12
37. 1/4
38. 4 3/5
39. 2
40. $50.24
41. .5
42. .75
43. 2.67
44. .333
45. .67
46. 375.25
47. .0075
48. 3 67/100
49. 50 5/10
50. 49 75/100
51. 23/100
52. 1767/10,000
53. 6531/10,000
54. 7 22,593/100,000
55. 8 1/10
56. $4.73
57. $1.13
58. $945.03
59. $3.41
60. $2.52

JOB: SALES CLERK

GOAL: The student will be able to obtain, succeed, and advance in a Sales Clerk's position.

TASKS:
1. Prepares cash and credit sales tickets.
2. Receives payment for merchandise and makes change.
3. Prepares credit memo forms.
4. Stocks shelves.
5. Wraps and bags merchandise.
6. Demonstrates positive attitudes toward co-workers and customers.

PERFORMANCE OBJECTIVES AND CRITERION-REFERENCED MEASURES:

1.01 Given 10 sales tickets of varied length, the student will be able to complete cash or credit sales tickets in 30 minutes with 97 percent accuracy.

2.01 Given 20 sales transactions, the student will make change in 15 minutes with 95 percent accuracy when given amounts greater than the sales tickets.

3.01 Given 10 credit memo forms covering different types of merchandise, the student will be able to complete the forms with 95 percent accuracy.

4.01 Given instructor- and student-prepared materials, the student will demonstrate ability to stock shelves according to instructor-prepared instructions.

5.01 Given a simulation kit with wrapping paper, bags, and merchandise, the student will demonstrate ability to wrap and bag different types of merchandise according to instructions contained in the simulation kit.

6.01 Given 5 instructor-prepared case histories concerning human relations, the student will analyze 4 of the case histories with 95 percent accuracy.

ACTIVITY GRADE SHEET

JOB_____ NAME_____

PERFORMANCE OBJECTIVE NO._____

ACTIVITY NUMBER	SCORE	GRADE	DATE STARTED	DATE FINISHED	COMMENTS

PERFORMANCE OBJECTIVE TEST NO._____	SCORE	GRADE	TIME STARTED	TIME FINISHED	COMMENTS

Instructor's signature_____ Student's signature_____

JOB: SALES CLERK

Performance Objective No. 1

Given 12 sales tickets, the student will be able to complete cash or charge sales tickets in 30 minutes with 97 percent accuracy.

Prerequisites

The student must score 85 percent on a basic arithmetic review test (enclosed). If the student does not score 85 percent, he should be given a review in basic arithmetic, using Steck-Vaughn's Working with Numbers series or comparable materials prepared or chosen by the instructor. Upon completion of the basic arithmetic review, the student should be retested.

Materials and/or Equipment

Sales list, sales slips, and price catalog (instructor-prepared or available in South-Western Clerical Record Keeping kit).

Activities for Performance Objective No. 1

1. During the previous week, the sales listed on the enclosed sheet were made. Prepare the 40 customer sales slips according to instructions given below:

   A. Write carefully, neatly, and clearly.
   B. Write your name on the line after the word "Agent."
   C. Fill in the lines for date, customer, and street.
   D. Use a separate line for each purchased item.
   E. Use price catalog to determine price of each item.
   F. Add the prices of all purchased items and write the total on the line with the word "Total."
   G. Determine the sales tax on this total and write the amount on the line with the word "Total."
   H. Add the total and the sales tax and write the amount on the line with the words "Pay this Amount."
   I. Circle "cash" or "charge" according to type of sale.
   J. Number each sales slip to correspond to customer list.

JOB: SALES CLERK
PERFORMANCE OBJECTIVE NO. 1
ACTIVITY NO. 1

PRICE LIST

	Catalog No.	Price
After Shave Lotion	74	$1.89
Bath Brush	38	2.69
Bath Mist	75	2.29
Bath Oil	76	2.10
Bath Powder	72	2.10
Bath Refresher	78	2.09
Bathtub Brush	31	1.89
Body Lotion	56	1.29
Bowl Brush	37	1.89
Bowl Cleaner	42	.75
Bristle Comb	62	3.05
Bubble Bath	73	1.10
Cleansing Cream	59	2.48
Cologne	264	1.98
Comb Set	65	2.39
Compact	216	3.00
Cream Sachet	270	1.49
Deodorant	70	1.09
Deodorizer	20	2.00
Dry Mop	122	3.65
Dust Glove	515	1.15
Duster Spray	511	1.95
Dusting Powder	83	2.69
Fiber Broom	119	2.89
Foot Spray	80	1.98

JOB: SALES CLERK
PERFORMANCE OBJECTIVE NO. 1
ACTIVITY NO. 1

PRICE LIST

	Catalog No.	Price
Furniture Polish	25	$1.79
Furniture Wax	24	1.79
Glass Cleaner	165	1.19
Grease Chaser	148	1.60
Hair Rinse	272	1.30
Hair Spray	276	1.80
Hairbrush	32	3.09
Hand Brush	39	.49
Hand Cream	50	2.09
Hand Lotion	52	1.30
Insect Killer	716	2.19
Ironing Board Cover	96	2.89
Light Mirror	418	9.88
Lipstick	34	.98
Moth Proofer	153	2.35
Nail Polish	53	1.10
Perfume	268	4.50
Pet Shampoo	609	1.19
Room Spray	22	1.75
Rug Shampoo Set	840	11.50
Shampoo	71	1.98
Shave Cream	79	1.10
Silver Polish	87	.99
Sponge Mop	112	4.25

JOB: SALES CLERK
PERFORMANCE OBJECTIVE NO. 1
ACTIVITY NO. 1

PRICE LIST

	Catalog No.	Price
Spot Remover	12	$ 1.69
Stand Mirror	415	10.30
Steel Sponges	141	1.98
Suntan Lotion	58	1.95

JOB: SALES CLERK
PERFORMANCE OBJECTIVE NO. 1
ACTIVITY NO. 1

CUSTOMER LIST
May 5

1. Mrs. Nathan Smiley
   432 Edson Place

   1 Comb Set
   1 Hand Lotion
   1 Bath Oil
CASH

2. Mrs. James Courson
   403 Edson Place

   1 Bowl Brush
   1 Bathtub Brush
   1 Bowl Cleaner
CASH

3. Mrs. Monroe Kammer
   386 Edson Place

   1 Bath Brush
   1 Bristle Comb
   1 Foot Spray
CHARGE

4. Mrs. Gordon Winters
   218 Lions Avenue

   1 Dusting Powder
CASH

5. Mrs. Ronald Rators
   224 Lions Avenue

   1 Spot Remover
   1 Ironing Board Cover
   1 Silver Polish
   1 Deordorant
CHARGE

6. Mrs. Joseph Rule
   306 Lions Avenue

   1 Bath Refresher
   1 Furniture Wax
CASH

7. Mrs. Samuel Targel
   201 Uclid Avenue

   1 Sponge Mop
   1 Fiber Broom
   1 Bowl Brush
   1 Bathtub Brush
CASH

8. Mrs. James Clorak
   225 Uclid Avenue

   1 After Shave Lotion
   1 Deordorant
   1 Shave Cream
   1 Bubble Bath
CASH

9. Mrs. Norbert Angell
   240 Uclid Avenue

   1 Hand Brush
   2 Bristle Combs
   2 Deodorants
CHARGE

10. Mrs. David MacGruder
    301 Uclid Avenue

    1 Lipstick
    1 Deodorant
CASH

11. Mrs. Benjamin Oiley
    40 Cross Avenue

    1 Suntan Lotion
    1 Hand Cream
    1 Compact
CASH

12. Mrs. Michael Grant
    63 Cross Avenue

    1 Silver Polish
    1 Bath Oil
    1 Suntan Lotion
    1 Hand Cream
CHARGE

JOB: SALES CLERK
PERFORMANCE OBJECTIVE NO. 1
ACTIVITY NO. 1

CUSTOMER LIST
May 6

13. Mrs. William Petal
85 Cross Avenue

1 Comb Set
1 Dry Mop
1 Foot Spray
CASH

14. Mrs. Robert March
99 Cross Avenue

1 Insect Killer
1 Glass Cleaner
CASH

15. Mrs. James Storey
130 Cross Avenue

1 Pet Shampoo
1 Room Spray

CASH

16. Mrs. Lloyd Marshall
485 Clinton Avenue

1 Hairbrush
1 Comb Set

CHARGE

17. Mrs. Morris Mentor
506 Clinton Avenue

1 Stand Mirror
1 Bath Brush

CHARGE

18. Mrs. James Johnson
222 Yale Avenue

1 Furniture Wax
CASH

19. Mrs. Layton Shields
592 Clinton Avenue

1 Hair Spray
1 Hair Rinse
1 Silver Polish
CHARGE

20. Mrs. Gene Sheridan
290 Yale Avenue

1 Bowl Brush
1 Bowl Cleaner
CASH

21. Mrs. David Needle
296 Yale Avenue

1 Ironing Board Cover
1 Furniture Wax
CHARGE

22. Mrs. Saul Maybaum
356 Yale Avenue

1 Compact
CASH

23. Mrs. Robert Scherer
219 State Street

1 Bath Oil
1 Comb Set
1 Hand Lotion
1 Compact
CHARGE

24. Mrs. Arthur Morley
227 State Street

1 Bath Mist
1 Bath Brush
1 Bath Oil
CHARGE

25. Mrs. Richard Kestner
235 State Street

1 Deodorizer
1 Steel Sponge
1 Cream Sachet
CHARGE

26. Mrs. Jervis Smith
240 State Street

1 Grease Chaser
CASH

JOB: SALES CLERK
PERFORMANCE OBJECTIVE NO. 1
ACTIVITY NO. 1

CUSTOMER LIST
May 7

27. Mrs. Morton Catler
252 State Street

1 Cologne
1 Perfume
CASH

28. Mrs. Joseph Lang
19 Main Street

1 Stand Mirror
CASH

29. Mrs. Henry Rand
48 Main Street

1 Deodorizer
1 Furniture Wax
1 Hand Brush
CHARGE

30. Mrs. Jerome Jay
86 Main Street

1 After Shave Lotion
1 Shave Cream
CASH

31. Mrs. Alfred Stoner
112 Main Street

1 Stand Mirror
CASH

32. Mrs. Milton Langton
88 New Street

1 Sponge Mop
1 Fiber Broom
CASH

33. Mrs. Franklyn Meadows
101 New Street

1 Bristle Comb
CASH

34. Mrs. Steven Longman
109 New Street

1 Dry Mop
1 Dust Glove
CASH

35. Mrs. Louis Lassiter
176 New Street

1 Hand Brush
1 Hairbrush
CASH

36. Mrs. Al Steeley
183 New Street

1 Furniture Polish
CASH

37. Mrs. James Coltar
126 New Street

1 Deodorizer
1 Cream Sachet
CHARGE

38. Mrs. David Duncan
427 Long Avenue

1 Fiber Broom
CASH

39. Mrs. Lewis Griffin
472 Long Avenue

1 Shampoo
1 Hand Cream
CHARGE

40. Mrs. L. Wister
125 Rose Street

1 Compact
1 Lipstick
1 Bath Powder
CHARGE

PERFORMANCE OBJECTIVE NO. 1
ACTIVITY NO. 1

KEY

Name _____

1
HOME PRODUCTS CO.

Agent Jane Doe

Date May 5, 1975

Customer Mrs. Nathan Smiley

Street 432 Edson Place

Quantity	No.	Description	Price
1	65	Comb Set	2 39
1	52	Hand Lotion	1 30
1	76	Bath Oil	2 10

CASH / CHARGE

Total 5 79

Sales Tax 29

Pay this Am't 6 08

2
HOME PRODUCTS CO.

Agent Jane Doe

Date May 5, 1975

Customer Mrs. James Carson

Street 403 Edson Place

Quantity	No.	Description	Price
1	37	Bowl Brush	1 89
1	31	Bathtub Brush	1 89
1	42	Bowl Cleaner	75

CASH / CHARGE

Total 4 53

Sales Tax 23

Pay this Am't 4 76

3
HOME PRODUCTS CO.

Agent Jane Doe

Date May 5, 1975

Customer Mrs. Monroe Ramones

Street 386 Edson Place

Quantity	No.	Description	Price
1	38	Bath Brush	2 69
1	62	Bristle Comb	3 05
1	80	Foot Spray	1 98

CASH / CHARGE

Total 7 72

Sales Tax 39

Pay this Am't 8 11

4
HOME PRODUCTS CO.

Agent Jane Doe

Date May 5, 1975

Customer Mrs. Gordon Winters

Street 218 Lions Avenue

Quantity	No.	Description	Price
1	83	Dusting Powder	2 69

CASH / CHARGE

Total 2 69

Sales Tax 13

Pay this Am't 2 82

PERFORMANCE OBJECTIVE NO. 1
ACTIVITY NO. 1

Name _____

5

HOME PRODUCTS CO.

Agent Jane Doe

Date May 5, 1975

Customer Mrs. Ronald Ratora

Street 224 Lions Avenue

Quantity	No.	Description	Price
1	12	Spot Remover	1 69
1	96	Ironing Bd. Cover	2 89
1	87	Lifter Solid	99
1	70	Deodorant	1 09

CASH / CHARGE	Total	6	66
	Sales Tax		33
	Pay this Am't	6	99

6

HOME PRODUCTS CO.

Agent Jane Doe

Date May 5, 1975

Customer Mrs. Joseph Rule

Street 306 Lions Avenue

Quantity	No.	Description	Price
1	78	Bath Refresher	2 09
1	24	Furniture Wax	1 79

CASH / CHARGE	Total	3	88
	Sales Tax		19
	Pay this Am't	4	07

7

HOME PRODUCTS CO.

Agent Jane Doe

Date May 5, 1975

Customer Mrs. Samuel Targel

Street 210 Uclid Avenue

Quantity	No.	Description	Price
1	112	Sponge Mop	4 25
1	119	Fiber Broom	2 89
1	37	Bowl Brush	1 89
1	31	Bathtub Brush	1 89

CASH / CHARGE	Total	10	92
	Sales Tax		55
	Pay this Am't	11	47

8

HOME PRODUCTS CO.

Agent Jane Doe

Date May 5, 1975

Customer Mrs. James Clorak

Street 225 Uclid Avenue

Quantity	No.	Description	Price
1	74	After Shave Lot.	1 89
1	70	Deodorant	1 09
1	79	Shave Cream	1 10
1	73	Bubble Bath	1 10

CASH / CHARGE	Total	5	18
	Sales Tax		26
	Pay this Am't	5	44

163

PERFORMANCE OBJECTIVE NO. 1
ACTIVITY NO. 1

KEY

Name _____

9
HOME PRODUCTS CO.

Agent Jane Doe

Date May 5, 1975

Customer Mrs. Norbert Angell

Street 240 Euclid Avenue

Quantity	No.	Description	Price
1	39	Hand Brush	49
2	62	Bristle Combs	3 05
2	70	Deodorants	1 09

CASH / CHARGE	Total	4	63
	Sales Tax		23
	Pay this Am't	4	86

10
HOME PRODUCTS CO.

Agent Jane Doe

Date May 5 1975

Customer Mrs. David MacGruder

Street 301 Euclid Avenue

Quantity	No.	Description	Price
1	34	Lipsticks	98
1	70	Deodorant	1 09

CASH / CHARGE	Total	2	07
	Sales Tax		10
	Pay this Am't	2	17

11
HOME PRODUCTS CO.

Agent Jane Doe

Date May 5, 1975

Customer Mrs. Benjamin Tiley

Street 40 Cross Avenue

Quantity	No.	Description	Price
1	58	Suntan Lotion	1 95
1	50	Hand Cream	2 09
1	216	Compact	3 00

CASH / CHARGE	Total	7	04
	Sales Tax		35
	Pay this Am't	7	39

12
HOME PRODUCTS CO.

Agent Jane Doe

Date May 5, 1975

Customer Mrs. Michael Grant

Street 63 Cross Avenue

Quantity	No.	Description	Price
1	87	Silver Polish	99
1	76	Bath Oil	2 10
1	58	Suntan Lotion	1 95
1	50	Hand Cream	2 09

CASH / CHARGE	Total	7	13
	Sales Tax		36
	Pay this Am't	7	49

164

PERFORMANCE OBJECTIVE NO. 1
ACTIVITY NO. 1

Name _____

13
HOME PRODUCTS CO.

Agent Jane Doe

Date May 6, 1975

Customer Mrs. William Fatal

Street 85 Cross Avenue

Quantity	No.	Description	Price	
1	65	Comb Set	2	39
1	122	Dry Mop	3	65
1	80	Foot Spray	1	98
CASH CHARGE		Total	8	02
		Sales Tax		40
		Pay this Am't	8	42

14
HOME PRODUCTS CO.

Agent Jane Doe

Date May 6, 1975

Customer Mrs. Robert Marsh

Street 99 Cross Street

Quantity	No.	Description	Price	
1	716	Insect Killer	2	19
1	165	Glass Cleaner	1	19
CASH CHARGE		Total	3	38
		Sales Tax		17
		Pay this Am't	3	55

15
HOME PRODUCTS CO.

Agent Jane Doe

Date May 6, 1975

Customer Mrs. James Storey

Street 130 Cross Avenue

Quantity	No.	Description	Price	
1	609	Pet Shampoo	1	19
1	22	Room Spray	1	75
CASH CHARGE		Total	2	94
		Sales Tax		15
		Pay this Am't	3	09

16
HOME PRODUCTS CO.

Agent Jane Doe

Date May 6, 1975

Customer Mrs. Lloyd Marshall

Street 48.5 Clinton Avenue

Quantity	No.	Description	Price	
1	32	Hairbrush	3	09
1	65	Comb Set	2	39
CASH CHARGE		Total	5	48
		Sales Tax		27
		Pay this Am't	5	75

165

PERFORMANCE OBJECTIVE NO. 1
ACTIVITY NO. 1

KEY

Name _____

17
HOME PRODUCTS CO.

Agent Jane Doe
Date May 6, 1975
Customer Mrs. Morris Mentor
Street 526 Clinton Avenue

Quantity	No.	Description	Price
1	415	Stand. Mixer	10 80
1	38	Bath Brush	2 69
CASH / CHARGE		Total	12 99
		Sales Tax	65
		Pay this Am't	13 64

18
HOME PRODUCTS CO.

Agent Jane Doe
Date May 6, 1975
Customer Mrs. James Johnson
Street 222 Yale Avenue

Quantity	No.	Description	Price
1	24	Furniture Wax	1 79
CASH / CHARGE		Total	1 79
		Sales Tax	9
		Pay this Am't	1 88

19
HOME PRODUCTS CO.

Agent Jane Doe
Date May 6, 1975
Customer Mrs. Layton Shields
Street 592 Clinton Avenue

Quantity	No.	Description	Price
1	276	Hair Spray	1 80
1	272	Hair Tonic	1 30
1	87	Silver Polish	99
CASH / CHARGE		Total	4 09
		Sales Tax	20
		Pay this Am't	4 29

20
HOME PRODUCTS CO.

Agent Jane Doe
Date May 6, 1975
Customer Mrs. Gene Sheridan
Street 290 Yale Avenue

Quantity	No.	Description	Price
1	37	Bowl Brush	1 89
1	42	Bowl Cleaner	75
CASH / CHARGE		Total	2 64
		Sales Tax	13
		Pay this Am't	2 77

166

PERFORMANCE OBJECTIVE NO. 1
ACTIVITY NO. 1

KEY

Name _____

21
HOME PRODUCTS CO.

Agent Jane Doe
Date May 6, 1975
Customer Mrs. David Needle
Street 296 Yale Avenue

Quantity	No.	Description	Price
1	96	Grooming Aid Cream	2 89
1	24	Furniture Wax	1 79

CASH / CHARGE
Total 4 68
Sales Tax 23
Pay this Am't 4 91

22
HOME PRODUCTS CO.

Agent Jane Doe
Date May 6, 1975
Customer Mrs. Saul Mayboum
Street 356 Yale Avenue

Quantity	No.	Description	Price
1	216	Compact	3 00

CASH / CHARGE
Total 3 00
Sales Tax 15
Pay this Am't 3 15

23
HOME PRODUCTS CO.

Agent Jane Doe
Date May 6, 1975
Customer Mrs. Robert Scherer
Street 219 State Street

Quantity	No.	Description	Price
1	76	Bath Oil	2 10
1	65	Comb Set	2 39
1	52	Hand Lotion	1 30
1	216	Compact	3 00

CASH / CHARGE
Total 8 79
Sales Tax 44
Pay this Am't 9 23

24
HOME PRODUCTS CO.

Agent Jane Doe
Date May 6, 1975
Customer Mrs. Arthur Morley
Street 227 State Street

Quantity	No.	Description	Price
1	75	Bath Mist	2 29
1	38	Bath Brush	2 69
1	76	Bath Oil	2 10

CASH / CHARGE
Total 7 08
Sales Tax 35
Pay this Am't 7 43

PERFORMANCE OBJECTIVE NO. 1
ACTIVITY NO. 1

KEY

Name _____

25
HOME PRODUCTS CO.

Agent Jane Doe

Date May 7, 1975

Customer Mrs Richard Kestner

Street 235 State Street

Quantity	No.	Description	Price
1	20	Deodorizer	2 00
1	141	Steel Sponge	1 98
1	270	Cream Jacket	1 49

CASH / CHARGE

Total 5 47

Sales Tax 27

Pay this Am't 5 74

26
HOME PRODUCTS CO.

Agent Jane Doe

Date May 7, 1975

Customer Mrs. Jennie Smith

Street 240 State Street

Quantity	No.	Description	Price
1	148	Grease Chaser	1 60

CASH / CHARGE

Total 1 60

Sales Tax 8

Pay this Am't 1 68

27
HOME PRODUCTS CO.

Agent Jane Doe

Date May 7, 1975

Customer Mrs. Morton Cattle

Street 252 State Street

Quantity	No.	Description	Price
1	264	Cologne	1 98
1	268	Perfume	4 50

CASH / CHARGE

Total 6 48

Sales Tax 32

Pay this Am't 6 80

28
HOME PRODUCTS CO.

Agent Jane Doe

Date May 7 1975

Customer Mrs. Joseph Long

Street 19 Main Street

Quantity	No.	Description	Price
1	415	Stand Mirror	10 30

CASH / CHARGE

Total 10 30

Sales Tax 52

Pay this Am't 10 82

168

PERFORMANCE OBJECTIVE NO. 1
ACTIVITY NO. 1

KEY

Name _____

29
HOME PRODUCTS CO.

Agent Jane Doe

Date May 7, 1975

Customer Mrs. Henry Rand

Street 48 Main Street

Quantity	No.	Description	Price
1	20	Deodorizer	2 00
1	24	Furniture Wax	1 79
1	39	Hand Brush	49

CASH / CHARGE	Total	4 28
	Sales Tax	21
	Pay this Am't	4 49

30
HOME PRODUCTS CO.

Agent Jane Doe

Date May 7, 1975

Customer Mrs. Jerome Jay

Street 86 Main Street

Quantity	No.	Description	Price
1	74	After Shave Lotion	1 89
1	79	Shave Cream	1 10

CASH / CHARGE	Total	2 99
	Sales Tax	15
	Pay this Am't	3 14

31
HOME PRODUCTS CO.

Agent Jane Doe

Date May 7, 1975

Customer Mrs. Alfred Stones

Street 112 Main Street

Quantity	No.	Description	Price
1	415	Stand Mirror	10 30

CASH / CHARGE	Total	10 30
	Sales Tax	52
	Pay this Am't	10 82

32
HOME PRODUCTS CO.

Agent Jane Doe

Date May 7, 1975

Customer Mrs. Milton Langston

Street 88 New Street

Quantity	No.	Description	Price
1	1121	Sponge Mop	4 25
1	119	Fiber Broom	2 89

CASH / CHARGE	Total	7 14
	Sales Tax	36
	Pay this Am't	7 50

169

PERFORMANCE OBJECTIVE NO. 1
ACTIVITY NO. 1

KEY

Name _____

33
HOME PRODUCTS CO.

Agent Jane Doe

Date May 7, 1975

Customer Mrs Franklin Meadows

Street 101 New Street

Quantity	No.	Description	Price
1	62	Bristle Comb	3 05

CASH / CHARGE

Total	3	05
Sales Tax		15
Pay this Am't	3	20

34
HOME PRODUCTS CO.

Agent Jane Doe

Date May 7, 1975

Customer Mrs. Steven Longman

Street 109 New Street

Quantity	No.	Description	Price
1	122	Dry Mop	3 65
1	515	Dust Glove	1 15

CASH / CHARGE

Total	4	80
Sales Tax		24
Pay this Am't	5	04

35
HOME PRODUCTS CO.

Agent Jane Doe

Date May 7, 1975

Customer Mrs. Louis Lassiter

Street 176 New Street

Quantity	No.	Description	Price
1	39	Hand Brush	49
1	32	Hair Brush	3 09

CASH / CHARGE

Total	3	58
Sales Tax		18
Pay this Am't	3	76

36
HOME PRODUCTS CO.

Agent Jane Doe

Date May 7, 1975

Customer Mrs. A. L. Straley

Street 183 New Street

Quantity	No.	Description	Price
1	25	Furniture Polish	1 79

CASH / CHARGE

Total	1	79
Sales Tax		09
Pay this Am't	1	88

170

PERFORMANCE OBJECTIVE NO. 1
ACTIVITY NO. 1

Name _____

37
HOME PRODUCTS CO.

Agent Jane Doe

Date May 7, 1975

Customer Mrs. James Coltar

Street 126 New Street

Quantity	No.	Description	Price
1	20	Deodorizer	2 00
1	270	Cream Sachet	1 49

CASH / CHARGE	Total	3 49
	Sales Tax	17
	Pay this Am't	3 66

38
HOME PRODUCTS CO.

Agent Jane Doe

Date May 7, 1975

Customer Mrs. David Duncan

Street 427 Long Avenue

Quantity	No.	Description	Price
1	119	Fiber Broom	2 89

CASH / CHARGE	Total	2 89
	Sales Tax	14
	Pay this Am't	3 03

39
HOME PRODUCTS CO.

Agent Jane Doe

Date May 7, 1975

Customer Mrs. Louis Griffin

Street 472 Long Avenue

Quantity	No.	Description	Price
1	71	Shampoo	1 98
1	50	Hand Cream	2 09

CASH / CHARGE	Total	4 07
	Sales Tax	20
	Pay this Am't	4 27

40
HOME PRODUCTS CO.

Agent Jane Doe

Date May 7, 1975

Customer Mrs. L. Wister

Street 125 Rose Street

Quantity	No.	Description	Price
1	216	Compact	3 00
1	34	Lipstick	98
1	72	Bath Powder	2 10

CASH / CHARGE	Total	6 08
	Sales Tax	30
	Pay this Am't	6 38

171

JOB: SALES CLERK
PERFORMANCE OBJECTIVE NO. 1
ACTIVITY NO. 2

TEST

INSTRUCTIONS: During the previous week the sales listed on the enclosed sheet were made. Using the enclosed price catalog, customer list, and sales slips, prepare the 12 sales slips according to the following instructions:

A. Write carefully, neatly, and clearly.
B. Write your name on the line after the word "Agent."
C. Fill in the lines for date, customer, and street.
D. Use a separate line for each purchased item.
E. Use the price catalog to determine price of each item.
F. Add the prices of all purchased items and write the total on the line with the word "Total."
G. Determine the sales tax on this total and write the amount on the "Sales Tax" line (sales tax is 5% of Total).
H. Add the total and the sales tax and write the amount on the line with the words "Pay this Amount."
I. Circle "Cash" or "Charge" according to the type of sale.
J. Number each sales slip to correspond to customer list.

JOB: SALES CLERK
PERFORMANCE OBJECTIVE NO. 1 TEST
ACTIVITY NO. 2

PRICE LIST

	Catalog No.	Price
After Shave Lotion	74	$ 1.89
Bath Brush	38	2.69
Bath Mist	75	2.29
Bath Oil	76	2.10
Bath Powder	72	2.10
Bath Refresher	78	2.09
Bathtub Brush	31	1.89
Body Lotion	56	1.29
Bowl Brush	37	1.89
Bowl Cleaner	42	.75
Bristle Comb	62	3.05
Bubble Bath	73	1.10
Cleansing Cream	59	2.48
Cologne	264	1.98
Comb Set	65	2.39
Compact	216	3.00
Cream Sachet	270	1.49
Deodorant	70	1.09
Deodorizer	20	2.00
Dry Mop	122	3.65
Dust Glove	515	1.15
Duster Spray	511	1.95
Dusting Powder	83	2.69
Fiber Broom	119	2.89
Foot Spray	80	1.98

JOB: SALES CLERK
PERFORMANCE OBJECTIVE NO. 1 TEST
ACTIVITY No. 2

PRICE LIST

	Catalog No.	Price
Furniture Polish	25	$ 1.79
Furniture Wax	24	1.79
Glass Cleaner	165	1.19
Grease Chaser	148	1.60
Hair Rinse	272	1.30
Hair Spray	276	1.80
Hairbrush	32	3.09
Hand Brush	39	.49
Hand Cream	50	2.09
Hand Lotion	52	1.30
Insect Killer	716	2.19
Ironing Board Cover	96	2.89
Light Mirror	418	9.88
Lipstick	34	.98
Moth Proofer	153	2.35
Nail Polish	53	1.10
Perfume	268	4.50
Pet Shampoo	609	1.19
Room Spray	22	1.75
Rug Shampoo Set	840	11.50
Shampoo	71	1.98
Shave Cream	79	1.10
Silver Polish	87	.99
Sponge Mop	112	4.25

JOB: SALES CLERK
PERFORMANCE OBJECTIVE NO. 1 TEST
ACTIVITY NO. 2

PRICE LIST

	Catalog No.	Price
Spot Remover	12	$ 1.69
Stand Mirror	415	10.30
Steel Sponges	141	1.98
Suntan Lotion	58	1.95

JOB: SALES CLERK
PERFORMANCE OBJECTIVE NO. 1 TEST
ACTIVITY NO. 2

CUSTOMER LIST
June 1

1. Mrs. Fred Marford
246 Broat Street

1 Comb set
CASH

2. Mrs. Morris Morberg
505 Robin Place

1 Bubble Bath
1 Bath Powder
CHARGE

3. Mrs. Harry Roth
745 Robin Place

1 Pet Shampoo
CASH

4. Mrs. Dale Warden
14 Hill Street

1 Bowl Brush
1 Bowl Cleaner
1 Deodorant
CHARGE

5. Mrs. Cedric Kaufman
406 Helen Avenue

1 Furniture Wax
1 Room Spray
1 Grease Chaser
CHARGE

6. Mrs. James Blair
348 Broad Street

1 Lipstick
1 Deodorant
CASH

7. Mrs. Frank Mayer
28 Hill Street

1 Bristle Comb
1 Hairbrush
1 Hand Cream
CHARGE

8. Mrs. Donald Deemers
176 Court Street

1 Shampoo
1 Hand Cream
CASH

9. Mrs. Otto Reichman
148 Court Street

2 Hairbrushes
1 Hand Cream
CASH

10. Mrs. Paul Hampton
515 James Street

1 Sponge Mop
1 Fiber Broom
1 Deodorizer
CHARGE

11. Mrs. John Whitman
212 Berry Avenue

1 Silver Polish
CASH

12. Mrs. Walter Allen
476 Second Street

1 Stand Mirror
CASH

PERFORMANCE OBJECTIVE NO. 1
ACTIVITY NO. 2

KEY

Name _____

1

HOME PRODUCTS CO.

Agent Jane Doe

Date June 1, 1975

Customer Mrs. Fred Marford

Street 246 Broad Street

Quantity	No.	Description	Price
1	65	Comb Set	2 39

CASH / CHARGE

Total	2 39
Sales Tax	12
Pay this Am't	2 51

2

HOME PRODUCTS CO.

Agent Jane Doe

Date June 1, 1975

Customer Mrs. Morris Morberg

Street 505 Robin Place

Quantity	No.	Description	Price
1	73	Bubble Bath	1 10
1	72	Bath Powder	2 10

CASH / CHARGE

Total	3 20
Sales Tax	16
Pay this Am't	3 36

3

HOME PRODUCTS CO.

Agent Jane Doe

Date June 1, 1975

Customer Mrs. Harry Roth

Street 745 Robin Place

Quantity	No.	Description	Price
1	669	Pet Shampoo	1 19

CASH / CHARGE

Total	1 19
Sales Tax	6
Pay this Am't	1 25

4

HOME PRODUCTS CO.

Agent Jane Doe

Date June 1, 1975

Customer Mrs. Walt Warden

Street 14 Hill Street

Quantity	No.	Description	Price
1	37	Bowl Brush	1 89
1	42	Bowl Cleaner	75
1	70	Deodorants	1 09

CASH / CHARGE

Total	3 73
Sales Tax	19
Pay this Am't	3 92

177

PERFORMANCE OBJECTIVE NO. 1
ACTIVITY NO. 2

KEY

Name _____

5
HOME PRODUCTS CO.

Agent Jane Doe

Date June 4, 1975

Customer Mrs. Cedric Kaufman

Street 406 Helen Avenue

Quantity	No.	Description	Price
1	24	Furniture Wax	1 79
1	22	Room Spray	1 75
1	18	Brass Cleaner	1 60

CASH / CHARGE

Total 5 14
Sales Tax 26
Pay this Am't 5 40

6
HOME PRODUCTS CO.

Agent Jane Doe

Date June 1, 1975

Customer Mrs. James T. Blair

Street 348 Broad Street

Quantity	No.	Description	Price
1	34	Lipstick	98
1	70	Deodorant	1 09

CASH / CHARGE

Total 2 07
Sales Tax 10
Pay this Am't 2 17

7
HOME PRODUCTS CO.

Agent Jane Doe

Date June 4, 1975

Customer Mrs. Frank Mayer

Street 28 Hill Street

Quantity	No.	Description	Price
1	62	Bristle Comb	3 05
1	32	Hair-mask	3 09
1	50	Hand Cream	2 09

CASH / CHARGE

Total
Sales Tax
Pay this Am't

8
HOME PRODUCTS CO.

Agent Jane Doe

Date June 1, 1975

Customer Mrs. Donald Dumers

Street 176 Court Street

Quantity	No.	Description	Price
1	71	Shampoo	1 98
1	50	Hand Cream	2 09

CASH / CHARGE

Total 4 07
Sales Tax 20
Pay this Am't 4 27

178

PERFORMANCE OBJECTIVE NO. 1
ACTIVITY NO. 2

KEY

Name _____

9
HOME PRODUCTS CO.

Agent Jane Doe

Date June 1, 1975

Customer Mrs Otto Richman

Street 48 Court Street

Quantity	No.	Description	Price
2	72	Window Shade	6 18
1	50	Hand Cream	2 09

CASH / CHARGE

Total	8	27
Sales Tax		41
Pay this Am't	8	68

10
HOME PRODUCTS CO.

Agent Jane Doe

Date June 1, 1975

Customer Mrs. Saul Hampton

Street 515 Jamison Street

Quantity	No.	Description	Price
1	112	Sponge Mop	4 25
1	119	Fiber Broom	2 89
1	20	Deodorizer	2 00

CASH / CHARGE

Total	9	14
Sales Tax		46
Pay this Am't	9	60

11
HOME PRODUCTS CO.

Agent Jane Doe

Date June 4, 1975

Customer Mrs John Whitman

Street 212 Berry Avenue

Quantity	No.	Description	Price
1	87	Silver Polish	99

CASH / CHARGE

Total		99
Sales Tax		5
Pay this Am't	1	04

12
HOME PRODUCTS CO.

Agent Jane Doe

Date June 1, 1975

Customer Mrs. Walter Allen

Street 476 Second Street

Quantity	No.	Description	Price
1	415	Stand Mixer	10 30

CASH / CHARGE

Total	10	30
Sales Tax		52
Pay this Am't	10	82

179

JOB: SALES CLERK

Performance Objective No. 2

Given 20 sales transactions, the student will make change in 15 minutes with 95 percent accuracy when given amounts greater than the sales tickets.

Prerequisite

The student will have satisfactorily completed Performance Objective No. 1.

Materials and/or Equipment

A money tray, play money, and 25 monetary exercises (exercises may be instructor-prepared or taken from South-Western Clerical Record Keeping kit).

Activities for Performance Objective No. 2

1. Determine the amount of coins and bills required to complete each sales transaction on Exercises No. 1 and No. 2. List under the appropriate headings the number of coins and bills required to complete the transaction (use as large a denomination of coins and bills as possible).
2. Upon satisfactory completion of the exercises, ask the instructor for the Performance Objective No. 2 Test.

JOB: SALES CLERK
PERFORMANCE OBJECTIVE NO. 2
ACTIVITY NO. 1

INSTRUCTOR'S KEY
EXERCISE NO. 2

LEARNING TO MAKE CHANGE

Making change is an integral part of the Sales Clerk's job. You must perform this responsibility with accuracy and skill. The exercises that follow will acquaint you with the procedures for making change correctly.

INSTRUCTIONS: Using the least number of coins and bills, indicate the amount of change to be returned for each of the following transactions.

	AMOUNT OF SALE	AMOUNT TENDERED	.01	.05	.10	.25	.50	1.00	5.00
1.	$2.73	$ 5.00	2			1		2	
2.	$ .17	$ .50	3	1		1			
3.	$1.29	$ 5.00	1		2		1	3	
4.	$ .81	$ 1.00	4	1	1				
5.	$ .39	$10.00	1		1		1	4	1
6.	$ .21	$ .50	4			1			
7.	$7.57	$10.00	3	1	1	1		2	
8.	$3.02	$ 5.00	3		2	1	1	1	
9.	$2.76	$10.00	4		2			2	1
10.	$1.57	$ 5.00	3	1	1	1		3	

Worth: 10 points

Score: _____

Grade: _____

JOB: SALES CLERK
PERFORMANCE OBJECTIVE NO. 2
ACTIVITY NO. 1

INSTRUCTOR'S KEY
EXERCISE NO. 1

LEARNING TO MAKE CHANGE

Making change is an integral part of the Sales Clerk's job. You must perform this responsibility with accuracy and skill. The exercises that follow will acquaint you with the procedures for making change correctly.

INSTRUCTIONS: Using the least number of coins and bills, indicate the amount of change to be returned for each of the following transactions.

AMOUNT OF SALE	AMOUNT TENDERED	DENOMINATIONS						
		.01	.05	.10	.25	.50	1.00	5.00
1. $2.73	$ 5.00	2			1		2	
2. $ .17	$ .50	3	1		1			
3. $1.29	$10.00	1		2		1	3	1
4. $ .81	$ 1.01			2				
5. $ .39	$20.00	1		1		1	4	3
6. $ .26	$ 5.01				1	1	4	
7. $7.57	$10.00	3	1	1	1		2	
8. $3.05	$ 5.00			2	1	1	1	
9. $2.76	$10.00	4		2			2	1
10. $1.59	$20.00	1	1	1	1		3	3

Worth: 10 Points

Score: _____

Grade: _____

JOB: SALES CLERK
PERFORMANCE OBJECTIVE NO. 2
ACTIVITY NO. 2

INSTRUCTOR'S KEY

MAKING CHANGE TEST

Listed below are making change exercises. The amount of sale and amount of money tendered is tendered. Please indicate the amount of change to be returned for each of the following transactions by using the least number of coins and bills.

AMOUNT OF SALE	AMOUNT TENDERED	DENOMINATIONS						
		.01	.05	.10	.25	.50	1.00	5.00
1. $5.72	$12.00	3			1		1	1
2. $4.88	$35.00	2		1				6
3. $5.01	$10.00	4		2	1	1	4	
4. $5.69	$40.50	1	1		1	1	4	6
5. $3.72	$10.00	3			1		1	1
6. $6.41	$15.50	4	1				4	1
7. $6.40	$10.00			1		1	3	
8. $4.27	$20.00	3		2		1		3
9. $4.46	$ 5.50	4					1	
10. $9.25	$20.00				1	1		2

Worth: 10 Points

Score: _____ .

Grade: _____

JOB: SALES CLERK
PERFORMANCE OBJECTIVE NO. 2
ACTIVITY NO. 2

MAKING CHANGE TEST Con'd

AMOUNT OF SALE	AMOUNT TENDERED	DENOMINATIONS						
		.01	.05	.10	.25	.50	1.00	5.00
1. $4.06	$10.00	4	1	1	1	1		1
2. $4.63	$ 5.00	2		1	1			
3. $4.46	$ 5.50	4					1	
4. $9.25	$20.00				1	1		2
5. $4.06	$10.00	4	1	1	1	1		1
6. $4.63	$ 5.00	2		1	1			
7. $5.72	$12.00	3			1		1	1
8. $4.88	$35.00	2		1				6
9. $5.01	$10.00	4		2	1	1	4	
10. $5.69	$40.00	1	1		1		4	6

Worth: 10 Points

Score: _____

Grade: _____

194

PERFORMANCE OBJECTIVE NO. 2
ACTIVITY NO. 2

NOTE: Attached sales tickets may be used for oral testing of the student's ability to make change if the student does not satisfactorily complete Exercises No. 1 and No. 2 of Performance Objective No. 2.

WAKEFIELD FOOD STORE

DATE August 15 19

NAME Mr. Lester Crashmer

ADDRESS 6734 Lemon Street

SOLD BY L.D.A.-4 AM'T. REC'D. 5.50

1	Buttermilk		20
1	Milk		22
6	Grapefruits	1	15
6	Melons	1	25
1	Bread		21
1	Cream of Chicken Soup		19
6	Eggs		38
1	Heavy Cream		38
2	Pineapple Juice		39
2	Lettuce		50
2	Flour		38
2	Sugar		20
		5	45
	TAX		27
	TOTAL	5	72

B-9

(Made in U. S. A.)

PAYMENT TENDERED $12

WAKEFIELD FOOD STORE

DATE April 2 19

NAME Mrs. Michael Williams

ADDRESS 4939 Smith Avenue

SOLD BY L. D. A. -4 AM'T. REC'D. 5.00

2	Milk		44
1	lb. mints	1	06
1	Ammonia		19
2	Apples red		20
1	Dog Food		17
1	Soap		25
2	Lemons		10
1	Light Cream		22
3	Oranges		30
1	Dozen Eggs		75
1	lb. Frankfurters		65
1	lb. Bacon		37
		4	65
	TAX		23
	TOTAL	4	88

B-25

(Made in U. S. A.)

PAYMENT TENDERED $35

WAKEFIELD FOOD STORE

DATE March 8 19

NAME Miss Elsie Stonner

ADDRESS 5487 Grove Street

SOLD BY JRB-2 AM'T. REC'D. 5.00

2	Green Peppers		20
1	Tomato Soup		13
1	Coffee		89
2	Lbs. Apples		30
1	Salt		10
1	Bu. Celery		20
3	Orange Juice		48
2	Lbs. Potatoes		30
24	Tomatoes		90
3	Lemons		15
2	Chicken Soups		34
1	Doz. Eggs		79
		4	78
	TAX		23
	TOTAL	5	01

B-18

(Made in U. S. A.)

PAYMENT TENDERED $10

WAKEFIELD FOOD STORE

DATE April 29, 19

NAME Mrs. Steve Rissins

ADDRESS 4576 Main Parkway

SOLD BY CB-3 AM'T. REC'D. 5.50

1	Matches		09
2	Lbs. Rice		39
1	Doz. Eggs		79
1	Tuna Fish		28
2	Heavy Cream		36
2	Soap Powder		78
2	Facial Tissues		25
6	Oranges		30
2	Orange Juice		36
1	Lbs. Butter		85
2	Lbs. Potatoes		18
2	Green Peppers		14
1	Floor Wax		69
		5	42
	TAX		27
	TOTAL	5	69

B-33

(Made in U. S. A.)

PAYMENT TENDERED $40.50

WAKEFIELD FOOD STORE

DATE March 12, 19

NAME Mrs Arthur Cranes

ADDRESS 1434 Stone Street

SOLD BY CB-3 AM'T. REC'D. 5.00

½	Lemons		20
2	Flour		29
½	Sweet Butter		43
½	Salt Butter		39
2	Lbs. Potatoes		14
1	Green Split Pea		17
1	Coffee		95
3	Orange Juice		65
2	Salt		20
1	Lettuce		25
6	Oranges		33
2	Tissues		25
		4	25
	TAX		21
	TOTAL	4	46

B-20

(Made in U. S. A.)

PAYMENT TENDERED $5.50

WAKEFIELD FOOD STORE

DATE August 19 19

NAME Mrs. Sam Lane

ADDRESS 5849 Dover St.

SOLD BY EMS-1 AM'T. REC'D. 10.00

1	Soap Powder		38
2	Lbs. Rice		40
1	Face Soap		12
1	Drip Coffee		93
3	Lemons		15
4	Pork and Beans		60
1	Lb. Butter		78
4	Cans Spinach		60
1	Lb. Bacon		78
1	Dozen Eggs		79
1	Qt. Olive Oil	2	34
4	Milk		93
		8	81
	TAX		44
	TOTAL	9	25

B-10

(Made in U. S. A.)

PAYMENT TENDERED $20

WAKEFIELD FOOD STORE

DATE June 19, 19

NAME Michael Goodly

ADDRESS 13047 Greenly Place

SOLD BY JRB-2 AM'T. REC'D. 4.00

1	Pears		23
1	Tomato Soup		15
2	Lbs. Rice		39
2	Milk		43
1	Bread		19
1	Heavy Cream		39
2	Black Pepper		27
1	Fruit Cake		38
3	Bananas		15
1	Lb. Butter		89
1	Vanilla Cookies		13
2	Lbs. Onions		27
		3	87
	TAX		19
	TOTAL	4	06

B-47

(Made in U. S. A.)

PAYMENT TENDERED $10

WAKEFIELD FOOD STORE

DATE April 6 19

NAME Mrs. Helen Phillips

ADDRESS 14 Fowler St.

SOLD BY EMS-1 AM'T. REC'D. 5.00

1	Matches		09
2	lbs. Onions		20
3	lbs. String Beans		30
4	lbs. Bananas		40
1	box Raisins		20
1	Cottage Cheese		35
1	Face Soap		12
6	Tomato Soup		55
3	Cereal		42
2	lbs. Ham		86
4	lbs. Potatoes		10
2	Pears		22
		4	41
	TAX		22
	TOTAL	4	63

B-36

(Made in U. S. A.)

PAYMENT TENDERED $5

187

WAKEFIELD FOOD STORE

DATE March 12, 19__

NAME Mrs. Arthur Crames

ADDRESS 1434 Stone Street

SOLD BY CB-3 AMT. REC'D 5.00

4	Lemons		20
2	Flour		29
½	Sweet Butter		43
½	Salt Butter		39
2	Lbs. Potatoes		14
1	Green Split Pea		17
1	Coffee		95
3	Orange Juice		65
2	Salt		20
1	Lettuce		25
6	Oranges		33
2	Tissues		25
		4	25
	TAX		21
	TOTAL	4	46

B-20

(Made in U.S.A.)

PAYMENT TENDERED $5.50

WAKEFIELD FOOD STORE

DATE August 19 19__

NAME Mr. Sam Lane

ADDRESS 5849 Dover St.

SOLD BY EMS-1 AMT. REC'D 10.00

1	Soap Powder		38
2	Lbs. Rice		40
1	Face Soap		13
1	Drip Coffee		93
3	Lemons		15
4	Pork and Beans		60
1	Lb. Butter		78
4	Cans Spinach		60
1	Lb. Bacon		78
1	Dozen Eggs		79
1	Qt. Olive Oil	2	34
4	Milk		92
		8	81
	TAX		44
	TOTAL	9	25

B-10

(Made in U.S.A.)

PAYMENT TENDERED $20

WAKEFIELD FOOD STORE

DATE June 19, 19__

NAME Michael Goldy

ADDRESS 13047 Greenly Place

SOLD BY JRB-2 AMT. REC'D 4.00

1	Pears		23
1	Tomato Soup		15
2	Lbs. Rice		39
2	Milk		43
1	Bread		19
1	Frozen Cream		39
2	Black Pepper		27
1	Fruit Cake		38
3	Bananas		15
1	Lb. Butter		89
1	Vanilla Cookies		13
2	Lbs. Onions		27
		3	87
	TAX		19
	TOTAL	4	06

B-47

(Made in U.S.A.)

PAYMENT TENDERED $10

WAKEFIELD FOOD STORE

DATE April 6 19__

NAME Mrs. Helen Phillips

ADDRESS 14 Fowler St.

SOLD BY EMS-1 AMT. REC'D 5.00

1	Matches		09
2	lbs. Onions		20
3	lbs. String Beans		30
4	lbs. Bananas		40
1	box Raisins		20
1	Cottage Cheese		35
1	Face Soap		12
6	Tomato Soup		55
3	Cereal		42
3	lbs. Ham		86
4	lbs. Potatoes		70
2	Pears		23
		4	41
	TAX		22
	TOTAL	4	63

B-86

(Made in U.S.A.)

PAYMENT TENDERED $5

WAKEFIELD FOOD STORE

DATE August 12 19

NAME Mrs. Robert Malgone

ADDRESS 2749 Liberty Ave

SOLD BY EmS-1 AMT. REC'D 4 00

½	Butter		45
3	lbs. Potatoes		25
1	Milk		23
1	Lettuce		25
2	lbs. Onions		20
1	Tomato Soup		13
1	Coffee		93
2	lbs. Apples		38
1	Salt		10
2	Tomatoes		28
2	Tissue		25
3	Lemons		10
		3	55
	TAX		17
	TOTAL	3	72

B-15

(Made in U.S.A.)

PAYMENT TENDERED $10

WAKEFIELD FOOD STORE

DATE May 29 19

NAME Mrs. Doris Nighter

ADDRESS 3257 Spring Parkway

SOLD BY L.D.A.-4 AMT. REC'D 6 25

1	Cup Cake Mix		19
1	Soap Powder		34
3	Dog Food		48
1	Milk		23
2	Coffee	1	86
1	Bread		21
1	Raisin Bread		25
½	Butter		43
2	Sodas		50
1	Relish		27
2	Mustard		30
1	Dozen Eggs		75
2	Pineapple Juice		30
		6	11
	TAX		30
	TOTAL	6	41

B-40

(Made in U.S.A.)

PAYMENT TENDERED $15.50

WAKEFIELD FOOD STORE

DATE August 21 19

NAME Mrs. Harry Carter

ADDRESS 5637 67 Street

SOLD BY L.D.A.-4 AMT. REC'D 6 25

2	Flour		29
½	Butter		43
2	lbs. Potatoes		14
2	String Beans		70
2	Facial Tissue		36
1	Coffee		94
2	Milk		49
1	Heavy Cream		49
1	Light Cream		34
1½	lbs. Cheese	1	59
1	Lettuce		25
3	Lemons		14
		6	10
	TAX		30
	TOTAL	6	40

B-12

(Made in U.S.A.)

PAYMENT TENDERED $10

WAKEFIELD FOOD STORE

DATE August 5, 19

NAME Miss Elsie Stommes

ADDRESS 5487 Grove Street

SOLD BY CB-3 AMT. REC'D 4 25

½	Doz. Eggs		40
2	Lbs. Potatoes		15
2	Lbs. Grapes		30
2	Lbs. Plums		48
1	Facial Tissues		29
2	Tomato Juices		30
1	Apple Juices		29
1	Bread		19
1	Light Cream		22
1	Chicken Soup		19
1	Clam Chowder		19
2	Cans Peaches		38
3	Milk		69
		4	07
	TAX		20
	TOTAL	4	27

B-7

(Made in U.S.A.)

PAYMENT TENDERED $20

WAKEFIELD FOOD STORE

DATE August 12 19

NAME Mrs. Robert Malgon

ADDRESS 2749 Liberty Ave.

SOLD BY EMS-1 AMT. REC'D 4.00

1/2	Butter		45
3	lbs. Potatoes		25
1	Milk		23
1	Lettuce		25
2	lbs. Onions		20
1	Tomato Soup		13
1	Coffee		93
2	lbs. Apples		38
1	Salt		10
2	Tomatoes		28
2	Tissue		25
3	Lemons		10
		3	55
	TAX		17
	TOTAL	3	72

B-15

(Made in U. S. A.)

PAYMENT TENDERED $10

WAKEFIELD FOOD STORE

DATE May 29 19

NAME Mrs. Doris Nighter

ADDRESS 3257 Spring Parkway

SOLD BY L.D.A.-4 AMT. REC'D 6.25

1	Cup Cake Mix		19
1	Soap Powder		94
3	Dog Food		48
1	Milk		23
2	Coffee	1	86
1	Bread		21
1	Raisin Bread		25
1/2	Butter		43
2	Sodas		50
1	Relish		27
2	Mustard		30
1	Dozen Eggs		75
2	Pineapple Juice		30
		6	11
	TAX		30
B-10	TOTAL	6	41

(Made in U. S. A.)

PAYMENT TENDERED $15.50

WAKEFIELD FOOD STORE

DATE August 21 19

NAME Mrs. Harry Carter

ADDRESS 5637 67 Street

SOLD BY L.D.A.-4 AMT. REC'D 6.25

2	Flour		29
1/2	Butter		43
2	lbs. Potatoes		14
2	String Beans		70
2	Facial Tissue		36
1	Coffee		94
2	Milk		43
1	Heavy Cream		49
1	Light Cream		34
1 1/2	lbs. Cheese	1	59
1	Lettuce		25
3	Lemons		14
		6	10
	TAX		30
	TOTAL	6	40

B-12

(Made in U. S. A.)

PAYMENT TENDERED $10

WAKEFIELD FOOD STORE

DATE August 5, 19

NAME Miss Elsie Stommes

ADDRESS 5487 Grove Street

SOLD BY CB-3 AMT. REC'D 4.25

1/2	Doz. Eggs		40
2	Lbs. Potatoes		15
2	Lbs. Grapes		30
2	Lbs. Plums		48
1	Facial Tissue		29
2	Tomato Juice		30
1	Apple Juice		29
1	Bread		19
1	Light Cream		22
1	Chicken Soup		19
1	Clam Chowder		19
2	Cans Peaches		38
3	Milk		69
		4	07
	TAX		20
B-7	TOTAL	4	27

(Made in U. S. A.)

PAYMENT TENDERED $20

WAKEFIFLD FOOD STORE

DATE August 15 19

NAME Mr. Lester Crashmer

ADDRESS 6734 Lemon Street

SOLD BY L.B.A.-4 AMT. REC'D 5.50

1	Buttermilk		20
1	Milk		22
6	Grapefruits	1	15
6	Melons	1	25
1	Bread		21
1	Cream of Chicken Soup		19
6	Eggs		38
1	Heavy Cream		38
2	Pineapple Juice		39
2	Lettuce		50
2	Flour		38
2	Sugar		20
		5	45
	TAX		27
	TOTAL	5	72

B-9

(Made in U.S.A.)

PAYMENT TENDERED $12

WAKEFIELD FOOD STORE

DATE March 8 19

NAME Miss Elsie Stonner

ADDRESS 5487 Grover Street

SOLD BY LPB-2 AMT. REC'D 5 00

2	Green Peppers		20
1	Tomato Soup		13
1	Coffee		89
2	Lbs. Apples		30
1	Salt		10
1	Bun. Celery		20
3	Orange Juice		48
2	Lbs. Potatoes		30
24	Tomatoes		90
3	Lemons		15
2	Chicken Soup		34
1	Doz. Eggs		79
		4	78
	TAX		23
	TOTAL	5	01

B-18

(Made in U.S.A.)

PAYMENT TENDERED $10

WAKEFIELD FOOD STORE

DATE April 2 19

NAME Mr. Michael Williams

ADDRESS 4939 Smith Avenue

SOLD BY L.B.A.-4 AMT. REC'D 5 00

2	Milk		44
1	lb. Mints	1	05
1	Ammonia		19
2	Apples red		32
1	Dog Food		21
1	Soap		25
2	Lemons		10
1	Light Cream		22
3	Oranges		30
1	Dozen Eggs		76
1	lb. Frankfurters		65
1	lb. Bacon		37
		4	65
	TAX		23
	TOTAL	4	88

B-83

(Made in U.S.A.)

PAYMENT TENDERED $35

WAKEFIELD FOOD STORE

DATE April 29 19

NAME Mrs. Stanes Kissing

ADDRESS 4576 Main Parkway

SOLD BY CR-2 AMT. REC'D 5 00

1	Matches		09
2	Lbs. Rice		39
1	Doz. Eggs		79
1	Tuna Fish		28
2	Heavy Cream		36
2	Soap Powder		78
2	Facial Tissue		45
6	Oranges		30
2	Orange Juice		98
1	Lbs. Butter		85
2	Lbs. Potatoes		18
2	Green Peppers		16
1	Floor Wax		89
		5	42
	TAX		37
	TOTAL	5	79

B-80

(Made in U.S.A.)

PAYMENT TENDERED $40.50

JOB: SALES CLERK

Performance Objective No. 3

Given 10 credit memo forms covering different types of merchandise, the student will be able to complete the forms with 95 percent accuracy.

Prerequisites

The student will have satisfactorily completed Performance Objective No. 2.

Materials and/or Equipment

Ten credit memo forms (instructor-prepared)

Activities for Performance Objective No. 3

1. Complete the 10 attached memo forms.
2. Upon satisfactory completion of Activity No. 1, ask the instructor for the Performance Objective No. 3 Test.

PERFORMANCE OBJECTIVE NO. 3
ACTIVITY NO. 1

INSTRUCTOR'S KEY

STUDENT EXERCISES - CREDIT MEMORANDUMS

You are employed by the Indio Paper Company, Inc. In addition to selling paper, your company also sells office supplies.

Ten customers have returned merchandise to the Sales Department for credit. This merchandise may have been the wrong size or color, or it may not have been in good condition upon arrival.

Attached are 10 memo forms to be completed by you using the following instructions:

1. Prepare a credit memo form for each customer by writing the information provided on the attached Credit Memo List under the appropriate column headings.
2. Upon completion of each credit memo form, check the completed form to see if the information is the same as that on your Credit Memo List.

JOB: SALES CLERK
PERFORMANCE OBJECTIVE NO. 3
ACTIVITY NO. 1

CREDIT MEMO LIST

No. 1

To: Paul Cardozo
9248 Overland Avenue
Boise, ID 83705

Credit Memo No.: 1
Invoice No.: 1211
Date: January 2, 1975

Sales Representative: John L. Chisholm

QUANTITY	CATALOG NO.	DESCRIPTION	UNIT PRICE	AMOUNT
1	0086	Easel and Pad	15.00	15.00
		TAX		.75
		TOTAL		15.75

XXXX

JOB: SALES CLERK
PERFORMANCE OBJECTIVE NO. 3
ACTIVITY NO. 1

CREDIT MEMO LIST Cont'd

No. 3

To: McClean Book Co.
6995 Bannock Street
Portland, OR 97204

Credit Memo No.: 3
Invoice No.: 2213
Date: January 8, 1975

Sales Representative: Charles W. Foreman

QUANTITY	CATALOG NO.	DESCRIPTION	UNIT PRICE	AMOUNT
1	0126	File, Rollaway	65.00	65.00
		TAX		3.25
		TOTAL		68.25

XXXX

JOB: SALES CLERK
PERFORMANCE OBJECTIVE NO. 3
ACTIVITY NO. 1

CREDIT MEMO LIST Cont'd

No. 5

To: Fashion Apparel
2408 Region Street
Sacramento, CA 95826

Credit Memo:No.: 5
Invoice No.: 3004
Date: March 5, 1975

Sales Representative: Benjamin Wister

QUANTITY	CATALOG NO.	DESCRIPTION	UNIT PRICE	AMOUNT
1	0134	File, two-drawer	125.00	125.00
		TAX		6.25
		TOTAL		131.25

XXXX

JOB: SALES CLERK
PERFORMANCE OBJECTIVE NO. 3
ACTIVITY NO. 1

CREDIT MEMO LIST Cont'd

No. 7

To: Art Associates
6240 Spring Street
Boise, ID 83701

Credit Memo No.: 7
Invoice No.: 2218
June 12, 1975

Sales Representative: Kirby J. Anderson

QUANTITY	CATALOG NO.	DESCRIPTION	UNIT PRICE	AMOUNT
2	0024	T-square and board	14.00	28.00
		TAX		1.40
		TOTAL		29.40

XXXX

JOB: SALES CLERK
PERFORMANCE OBJECTIVE NO. 3
ACTIVITY NO. 1

CREDIT MEMO LIST Cont'd

No. 9

To: Yucan Travel
698 Thorson
Phoenix, AZ 85029

Credit Memo No : 9
Invoice No.: 1219
Date: January 15, 1975

Sales Representative: Barton D. Dixon

QUANTITY	CATALOG NO.	DESCRIPTION	UNIT PRICE	AMOUNT
1	0061	Bookcase, Oak	89.00	89.00
1	0022	Globe	23.68	23.68
		TOTAL		112.68
		TAX		5.63
		TOTAL		118.31

XXXX

INDIO PAPER COMPANY, INC.

4677 National Road 40, East
Richmond, Indiana 47376

CREDIT MEMO

Telephone: 317-537-0548

SEND TO: Paul Cardozo
9248 Overland Avenue
Boise, ID 83705

Credit Memo No.: 1
Invoice No.: 1211
Date: January 2, 19—

Quantity	Catalogue No.	Description	Unit Price	Amount
1	0086	Easel and Pad	15.00	15.00
		Tax		.75
		Total		15.75
		Original		

John L. Chisholm
SALES REPRESENTATIVE

STUDENT'S NAME

209

199

INDIO PAPER COMPANY, INC.

4677 National Road 40, East
Richmond, Indiana 47376

CREDIT MEMO

Telephone: 317-537-0548

SEND TO: Goodman Company
23 Terry Street
Portland, OR 97204

Credit Memo No.: 2
Invoice No.: 1212
Date: January 2, 19—

Quantity	Catalogue No.	Description	Unit Price	Amount
5	0101	Desk large, flouresecent	8.25	41.25
2	0089	Desk file tray	3.50	7.00
		Total		48.25
		Tax		2.41
		Total		50.66
Original				

Edward L. Venters
SALES REPRESENTATIVE

STUDENT'S NAME

200

210

INDIO PAPER COMPANY, INC.

4677 National Road 40, East
Richmond, Indiana 47376

CREDIT MEMO

Telephone: 317-537-0548

SEND TO: McClean Book Co.
6995 Bannock St.
Portland, OR 97204

Credit Memo No.: 3
Invoice No.: 2213
Date: January 8, 19—

Quantity	Catalogue No.	Description	Unit Price	Amount
1	0126	File, Rollaway	65.00	65.00
		Tax		3.25
		Total		68.25

Original

Charles W. Foreman
SALES REPRESENTATIVE

STUDENT'S NAME

211

201

INDIO PAPER COMPANY, INC.

4677 National Road 40, East
Richmond, Indiana 47376

CREDIT MEMO

Telephone: 317-537-0548

SEND TO: Gem Paper Company
6490 Gem Stilet
Reno, NV 89508

Credit Memo No.: 4
Invoice No.: 2314
Date: February 10, 19—

Quantity	Catalogue No.	Description	Unit Price	Amount
2	0048	Typist Posture Chairs	54.25	108.50
		Tax		5.43
		Total		113.93

Original

Chance C. Zenobski
SALES REPRESENTATIVE

STUDENT'S NAME

212

202

INDIO PAPER COMPANY, INC.

4677 National Road 40, East
Richmond, Indiana 47376

CREDIT MEMO

Telephone: 317-537-0548

SEND TO: Fashion Apparel
2408 Legion Street
Sacramento, CA 95826

Credit Memo No.: 5
Invoice No.: 3004
Date: March 5, 19—

Quantity	Catalogue No.	Description	Unit Price	Amount
1	0134	File, two-drawer steel	125.00	125.00
		Tax		6.25
		Total		131.25

Original

Benjamin Wister
SALES REPRESENTATIVE

STUDENT'S NAME

213

203

JOB: SALES CLERK
PERFORMANCE OBJECTIVE NO. 3
ACTIVITY NO. 1

INDIO PAPER COMPANY, INC.

4677 National Road 40, East
Richmond, Indiana 47376

CREDIT MEMO

Telephone: 317-537-0548

SEND TO: Babbitt Furs
123 Beacon Avenue
Sheridan, Wy 82801

Credit Memo No.: 6
Invoice No.: 4216
Date: April 10, 19—

Quantity	Catalogue No.	Description	Unit Price	Amount
3	0010	Boxes Folders, plastic	10.95	32.85
2	0021	Boxes Dividers	6.85	13.70
		Total		46.55
		Tax		2.33
		Total		48.88

Original

Victor Seligman
SALES REPRESENTATIVE

STUDENT'S NAME

204

214

JOB: SALES CLERK
PERFORMANCE OBJECTIVE NO. 3
ACTIVITY NO. 1

INDIO PAPER COMPANY, INC.

4677 National Road 40, East
Richmond, Indiana 47376

CREDIT MEMO

Telephone: 317-537-0548

SEND TO: Art Associates
6240 ~~Spring~~ Street
Boise, ID 83701

Credit Memo No.: 7
Invoice No.: 2218
Date: June 12, 19_

Quantity	Catalogue No.	Description	Unit Price	Amount
2	0024	T-Square and Board	14.00	28.00
		Tax		1.40
		Total		29.40

Original

Kirby J. Anderson
SALES REPRESENTATIVE

STUDENT'S NAME

205
215

JOB: SALES CLERK
PERFORMANCE OBJECTIVE NO. 3
ACTIVITY NO. 1

INDIO PAPER COMPANY, INC.

4677 National Road 40, East
Richmond, Indiana 47376

CREDIT MEMO

Telephone: 317-537-0548

SEND TO: Eagle Stationery
625 Pond Avenue
Boise, ID 83701

Credit Memo No.: 8
Invoice No.: 5218
Date: November 12, 19-

Quantity	Catalogue No.	Description	Unit Price	Amount
3	0050	Bofex Tape, transparent	8.95	26.85
4	0054	Rubber bands	.30	1.20
3	0058	Thumb Tacks	3.00	9.00
		Total		37.05
		Tax		1.85
		Total		38.90
Original				

SALES REPRESENTATIVE

STUDENT'S NAME

206

216

JOB: SALES CLERK
PERFORMANCE OBJECTIVE NO. 3
ACTIVITY NO. 1

INDIO PAPER COMPANY, INC.

4677 National Road 40, East
Richmond, Indiana 47376

CREDIT MEMO

Telephone: 317-537-0548

SEND TO: Apucan Travel
698 Thorson
Phoenix, AZ 85029

Credit Memo No.: 9
Invoice No.: 1219
Date: January 15, 19—

Quantity	Catalogue No.	Description	Unit Price	Amount
1	0061	Briefcase, Oak	89.00	89.00
1	0022	Globe	23.68	23.68
		Total		112.68
		Tax		5.63
		Total		118.31

Original

Barton K. Dixon
SALES REPRESENTATIVE

STUDENT'S NAME

JOB: SALES CLERK
PERFORMANCE OBJECTIVE NO. 3
ACTIVITY NO. 1

INDIO PAPER COMPANY, INC.

4677 National Road 40, East
Richmond, Indiana 47376

CREDIT MEMO

Telephone: 317-537-0548

SEND TO: Evans Manufacturing
23 Taft Street
Mobile, AL 36610

Credit Memo No.: 10
Invoice No.: 2648
Date: January 15, 19—

Quantity	Catalogue No.	Description	Unit Price	Amount
10	0067	Boxes 8½ X11 Bond Paper, (White)	7.26	72.60
		Tax		3.63
		Total		76.23
Original				

Thomas Vanderbilt
SALES REPRESENTATIVE

STUDENT'S NAME

PERFORMANCE OBJECTIVE NO. 3
ACTIVITY NO. 2

INSTRUCTOR'S TEST KEY

CREDIT MEMORANDUMS

You are employed by the Indio Paper Company, Inc. In addition to selling paper, your company also sells office supplies.

Ten customers have returned merchandise to the Sales Department for credit. This merchandise may have been the wrong size or color, or it may not have been in good condition upon arrival.

Attached are 10 memo forms to be completed by you using the following instructions:

1. Prepare a credit memo form for each customer by writing the information provided on the attached Credit Memo List under the appropriate column headings.
2. Upon completion of each credit memo form, check the completed form to see if the information is the same as that on your Credit Memo List.

JOB: SALES CLERK
PERFORMANCE OBJECTIVE NO. 3 TEST
ACTIVITY NO. 2

CREDIT MEMO LIST

No. 1

To: Jean Salvatore
22 Willow Street
Boise, ID 83702

Credit Memo No.: 1
Invoice No.: 1121
Date: January 14, 1975

Sales Representative: Juanita Gomez

QUANTITY	CATALOG NO.	DESCRIPTION	UNIT PRICE	AMOUNT
1	2214-X	Sealing machine	4.65	4.65
		TAX		.14
		TOTAL		4.79

XXXX

JOB: SALES CLERK
PERFORMANCE OBJECTIVE NO. 3 TEST
ACTIVITY NO. 2

CREDIT MEMO LIST

No. 3

To: John Chadwick
101 Delco Street
Ovid, ID 83260

Credit Memo No.: 3
Invoice No.: 1040
Date: January 14, 1975

Sales Representative: Sean Kern

QUANTITY	CATALOG NO.		UNIT PRICE	AMOUNT
1	332-X	Rubber Stamp	2.23	2.23
1	333-X	Stamp Pad	.75	.75
		TOTAL		2.98
		TAX		.09
		TOTAL		3.07

XXXX

JOB: SALES CLERK
PERFORMANCE OBJECTIVE NO. 3 TEST
ACTIVITY NO. 2

CREDIT MEMO LIST

No. 5

To: Cash and Carry Company
201 26th Street
Terra Haute, IN 47802

Credit Memo No.: 5
Invoice No.: 1080
Date: January 14, 1975

Sales Representative: John Weber

QUANTITY	CATALOG NO.	DESCRIPTION	UNIT PRICE	AMOUNT
2 pkgs.	P0345	Felt markers	1.50	3.00
		TAX		.09
		TOTAL		3.09

XXXX

JOB: SALES CLERK
PERFORMANCE OBJECTIVE NO. 3 Test
ACTIVITY NO. 2 Cont'd

CREDIT MEMO LIST

No. 7

To: Robert Ramasey
11 Main Street
Boise, ID 83701

Credit Memo No.: 7
Invoice No.: 1111
Date: January 14, 1975

Sales Representative: Verne Schaffner

QUANTITY	CATALOG NO.	DESCRIPTION	UNIT PRICE	AMOUNT
1	PX 24	Desk file	31.95	31.95
		TAX		.96
		TOTAL		32.91

XXXX

JOB: SALES CLERK
PERFORMANCE OBJECTIVE NO. 3 TEST
ACTIVITY NO. 2 Cont'd

CREDIT MEMO LIST

No. 9

To: Diane Riley
222 Pearl Lane
Warren, ID 83671

Credit Memo No.: 9
Invoice No.: 1090
Date: January 14, 1975

Sales Representative: Lee Seljik

QUANTITY	CATALOG NO.	DESCRIPTION	UNIT PRICE	AMOUNT
1	214	Shelf Cabinet Unit	57.80	57.80
		TAX		1.73
		TOTAL		59.53

XXXX

JOB: SALES CLERK
PERFORMANCE OBJECTIVE NO. 3 TEST
ACTIVITY NO. 2

INDIO PAPER COMPANY, INC.

4677 National Road 40, East
Richmond, Indiana 47376

CREDIT MEMO

Telephone: 317-537-0548

SEND TO: Jean Salvatore
22 Willow St.
Boise, ID 83702

Credit Memo No.: 1
Invoice No.: 1121
Date: January 14, 19—

Quantity	Catalogue No.	Description	Unit Price	Amount
1	2214-X	Sealing Machine	4.65	4.65
		Tax		.14
		Total		4.79

Original

Juanita Gomez
SALES REPRESENTATIVE

STUDENT'S NAME

215

225

JOB: SALES CLERK
PERFORMANCE OBJECTIVE NO. 3 TEST
ACTIVITY NO. 2

INDIO PAPER COMPANY, INC.

4677 National Road 40, East
Richmond, Indiana 47376

CREDIT MEMO

Telephone: 317-537-0548

SEND TO: The Martin Company
2212 3rd St.
Anderson, IN 46011

Credit Memo No.: 2
Invoice No.: 1212
Date: January 14, 19-

Quantity	Catalogue No.	Description	Unit Price	Amount
1	PO212	Art Cabinet	31.95	31.95
		Tax		.96
		Total		32.91

Original

Charlene Madison
SALES REPRESENTATIVE

STUDENT'S NAME

JOB: SALES CLERK
PERFORMANCE OBJECTIVE NO. 3 TEST
ACTIVITY NO. 2

INDIO PAPER COMPANY, INC.

4677 National Road 40, East
Richmond, Indiana 47376

CREDIT MEMO

Telephone: 317-537-0548

SEND TO: John Chadwick
101 Delco Street
Ovid, ID 83260

Credit Memo No.: 3
Invoice No.: 1040
Date: January 14, 19—

Quantity	Catalogue No.	Description	Unit Price	Amount
1	332-X	Rubber Stamp	2.23	2.23
1	333-X	Stamp Pad	.75	.75
		Total		2.98
		Tax		.09
		Total		3.07
Original				

Sean Kerns
SALES REPRESENTATIVE

STUDENT'S NAME

227

217

JOB: SALES CLERK
PERFORMANCE OBJECTIVE NO. 3 TEST
ACTIVITY NO. 2

INDIO PAPER COMPANY, INC.

4677 National Road 40, East
Richmond, Indiana 47376

CREDIT MEMO

Telephone: 317-537-0548

SEND TO: James Evans
624 Cherry Lane
Boise, ID 83702

Credit Memo No.: 4
Invoice No.: 1141
Date: January 14, 19—

Quantity	Catalogue No.	Description	Unit Price	Amount
6	X 345	Slide Rules	6.25	37.50
4	G 455	Rubber Stamps	2.23	8.92
		Total		46.42
		Tax		1.39
		Total		47.81
Original				

Eva Sullivan
SALES REPRESENTATIVE

STUDENT'S NAME

JOB: SALES CLERK
PERFORMANCE OBJECTIVE NO. 3 TEST
ACTIVITY NO. 2

INDIO PAPER COMPANY, INC.

4677 National Road 40, East
Richmond, Indiana 47376

CREDIT MEMO

Telephone: 317-537-0548

SEND TO: Cash and Carry Co.
201 26th Street
Terra Haute, IN 47804

Credit Memo No.: 5
Invoice No.: 1080
Date: January 14, 19—

Quantity	Catalogue No.	Description	Unit Price	Amount
2	P0345	Package Felt Markers	1.50	3.00
		Tax		.09
		Total		3 09

Original

John Weber
SALES REPRESENTATIVE

STUDENT'S NAME

JOB: SALES CLERK
PERFORMANCE OBJECTIVE NO. 3 TEST
ACTIVITY NO. 2

INDIO PAPER COMPANY, INC.

4677 National Road 40, East
Richmond, Indiana 47376

CREDIT MEMO

Telephone: 317-537-0548

SEND TO: James Dean
201 Spring Street
Boise, ID 83702

Credit Memo No.: 6
Invoice No.: 1122
Date: January 14, 19-

Quantity	Catalogue No.	Description	Unit Price	Amount
2	322	Swivel Chairs	59.95	119.90
2	323	Swivel Stools	31.20	62.40
		Total		182.30
		Tax		5.47
				187.77
Original				

Melvin Evans
SALES REPRESENTATIVE

STUDENT'S NAME

220
230

JOB: SALES CLERK
PERFORMANCE OBJECTIVE NO. 3 TEST
ACTIVITY NO. 2

INDIO PAPER COMPANY, INC.

4677 National Road 40, East
Richmond, Indiana 47376

CREDIT MEMO

Telephone: 317-537-0549

SEND TO: Robert Ramasey
11 Main Street
Boise, ID 83701

Credit Memo No.: 7
Invoice No.: 1111
Date: January 14, 19—

Quantity	Catalogue No.	Description	Unit Price	Amount
1	PX 24	Desk File	31.95	31.95
		Tax		.96
		Total		32.91

Original

Verne Schaffner
SALES REPRESENTATIVE

STUDENT'S NAME

231

221

JOB: SALES CLERK
PERFORMANCE OBJECTIVE NO. 3 TEST
ACTIVITY NO. 2

INDIO PAPER COMPANY, INC.

4677 National Road 40, East
Richmond, Indiana 47376

CREDIT MEMO

Telephone: 317-537-0548

SEND TO: Charles Fiss
201 Fox Lane
Mansfield, OH 44903

Credit Memo No.: 8
Invoice No.: 1234
Date: January 14, 19—

Quantity	Catalogue No.	Description	Unit Price	Amount
2	96234	Attaché Cases	18.15	36.30
		Tax		.49
				36.79

Original

Martin Larson
SALES REPRESENTATIVE

STUDENT'S NAME

222
232

JOB: SALES CLERK
PERFORMANCE OBJECTIVE NO. 3 TEST
ACTIVITY NO. 2

INDIO PAPER COMPANY, INC.

4677 National Road 40, East
Richmond, Indiana 47376

CREDIT MEMO

Telephone: 317-537-0548

SEND TO: Diane Riley
222 Pearl Lane
Warren, ID 83671

Credit Memo No.: 9
Invoice No.: 1090
Date: January 14, 19—

Quantity	Catalogue No.	Description	Unit Price	Amount
1	214	Shelf Cabinet Unit	57.80	57.80
		Tax		1.73
				59.53

Original

Lee Selick
SALES REPRESENTATIVE

STUDENT'S NAME

233

223

JOB: SALES CLERK
PERFORMANCE OBJECTIVE NO. 3 TEST
ACTIVITY NO. 2

INDIO PAPER COMPANY, INC.

4677 National Road 40, East
Richmond, Indiana 47376

CREDIT MEMO

Telephone: 317-537-0548

SEND TO: S. R. Budd
88 Maple Drive
Troy, ID 83871

Credit Memo No.: 10
Invoice No.: 1064
Date: January 14, 19—

Quantity	Catalogue No.	Description	Unit Price	Amount
5	22 416	Address Books	1.50	7.50
		Tax		.23
		Total		7.73

Original

John Carson
SALES REPRESENTATIVE

STUDENT'S NAME

JOB: SALES CLERK

Performance Objective No. 4

Given instructor and student-prepared materials, the student will demonstrate ability to stock shelves according to instructor-prepared instructions.

Prerequisites

The student will have satisfactorily completed Performance Objective No. 3.

Materials and/or Equipment

Instructor-prepared exercises and instructions.

Activities for Performance Objective No. 4

1. Complete the exercises under the direction and observation of the instructor.

JOB: SALES CLERK

Performance Objective No. 5

Given instructor and student-prepared materials, the student will demonstrate ability to wrap and bag different types of merchandise according to instructions contained in the simulation kit.

Prerequisites

The student will have satisfactorily completed Performance Objective No. 4.

Materials and/or Equipment

The student will be responsible for obtaining wrapping paper, bags, and merchandise.

Activities for Performance Objective No. 5

1. Using student's materials (wrapping paper, bags, and merchandise), the student will wrap and bag the merchandise quickly and efficiently, with the instructor observing, according to the attached instructions.

PERFORMANCE OBJECTIVES NO. 5
ACTIVITY NO. 1

How to Wrap Packages for Parcel Post Shipments

If the shipping carton is strong enough and properly sealed, it is not necessary to wrap it in paper. The carton may be tied with strong twine or rope. If the shipping carton has printing on it or if it is not strong enough, wrap the carton in paper. Heavy paper of good quality should be used. The tearing of the outer paper wrapper can cause the loss of the address or the return address, rendering the parcel undeliverable.

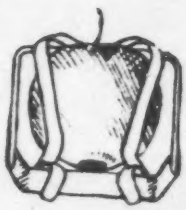
WRAPPING MATERIALS

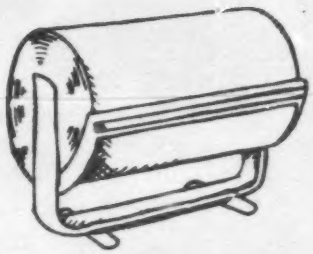
SISAL TWINE
(ACTUAL SIZE)

2 PLY
3 PLY

INDIA JUTE TWINE
(ACTUAL SIZE)

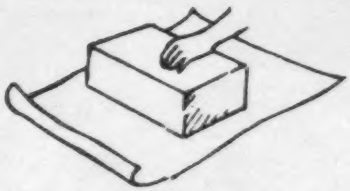
1
2
12
3
4



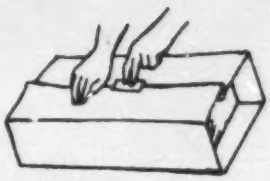


PERFORMANCE OBJECTIVE NO. 5
ACTIVITY NO. 1

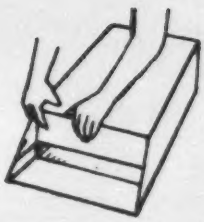
HOW TO PAPER WRAP PACKAGES



1. Place the carton on heavy paper.



2. Wrap lengthwise (Use tape to hold paper in place)



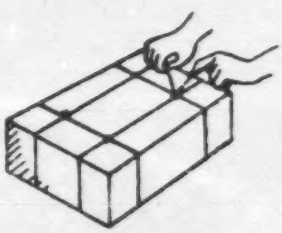
3. Fold neatly at the corners

4. Fold the corners

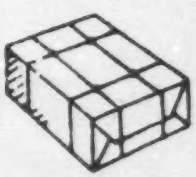
5. Secure with tape

6. Loop strong cord around end of carton

7. Pull tight and tie knot



8. Repeat steps 6 and 7. Loop cord at each intersection. Tie knot.



9. Knot

PERFORMANCE OBJECTIVES NO. 5
ACTIVITY NO. 1

How to Select Packing Materials and Containers

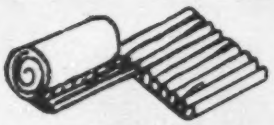
Select packing materials and containers that will protect the goods so that they will arrive in good condition.

1. Pre-packaged or boxed goods

Many items, such as small appliances, toys, and gift items are pre-packaged in individual boxes. Each box should be sealed with gum tape so it will not open or break apart in shipping.

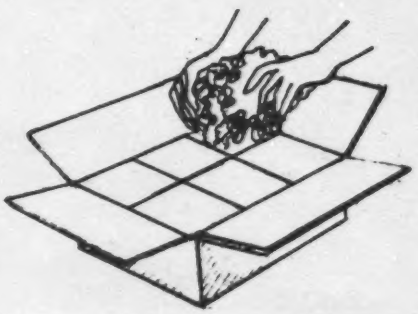
Outer shipping containers are available for pre-packaged or boxed goods in sizes to hold 6, 12, 72, and 144 individual boxes. If the shipment does not call for the full number that the container holds, stuff the empty space with newspaper or other filling materials to prevent the boxes from moving about in the container.

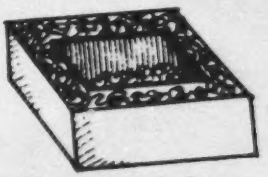
FILLER MATERIALS



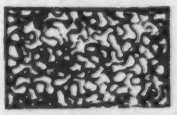
Corrugated paper

Rolled newspaper





Corrugated form with shredded newspaper



Shredded polyfoam

PERFORMANCE OBJECTIVE NO. 5
ACTIVITY NO. 1

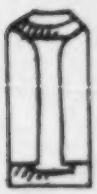
2. Loose Items

Wearing apparel should be folded neatly with cardboard or tissue paper inserts to prevent wrinkling. Each article may be further protected by placing it in a paper or plastic bag.

FOLDING WEARING APPAREL

Close all buttons.

Place front side down, Put tissue or cardboard in center.



Fold sides to the center over the tissue or cardboard.

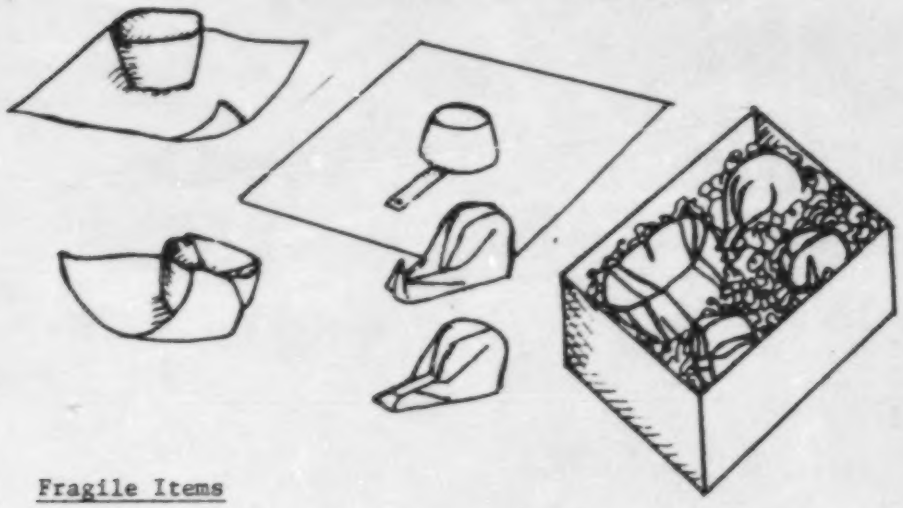
Place tissue or cardboard on garment.

Fold in half.

PERFORMANCE OBJECTIVE NO. 5
ACTIVITY NO. 1

Loose items may be protected by wrapping each item in a protective covering and placing separators between items, or by placing filler materials around the goods to protect them.

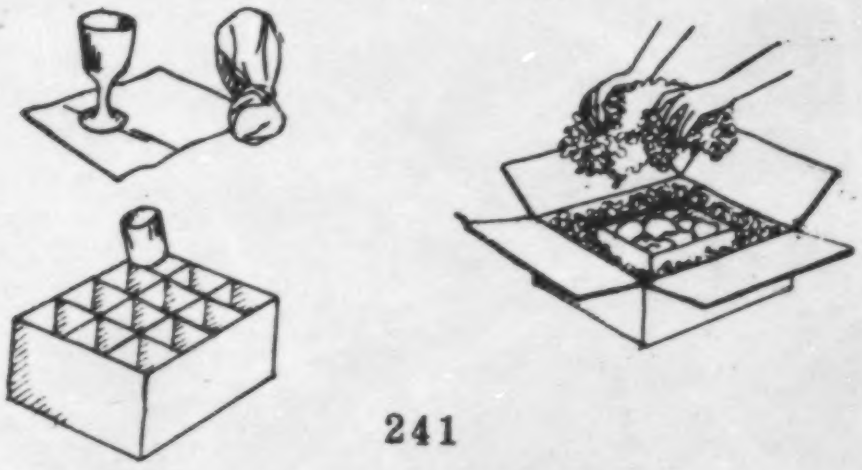
PACKING LOOSE ITEMS



3. Fragile Items

Glass, china and other breakable items should be individually protected before being placed in a shipping container. Separator forms or specially designed protective packaging may be used.

PACKING FRAGILE ITEMS

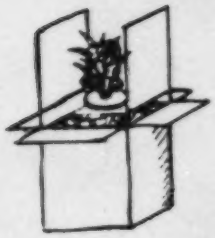


PERFORMANCE OBJECTIVE NO. 5
ACTIVITY NO. 1

Scored sheet of corrugated board

Flower container

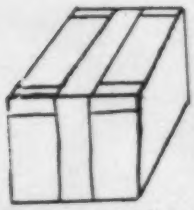
Glass tape



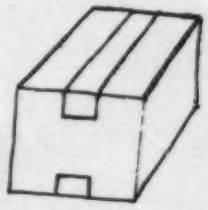
Floral arrangement is taped to corrugate sheet, then assembly is slipped into container.

How to Close Packages for Shipping

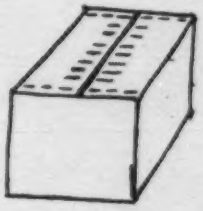
Materials used to close the packages are adhesive, metal stitches, wide crown staples, paper sealing tape or reinforced tape. Where adhesive is used, at least half of the package should be glued firmly to insu e safety of the package in shipping. Heavy parcels and those of unusual length should be strengthened with metal bands or reinforced tape around the middle of the package.



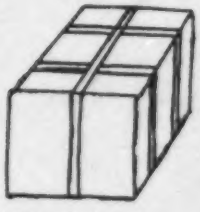
Paper sealing tape



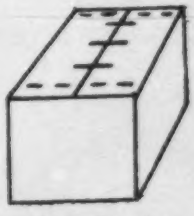
Reinforced tape



Wide Crown staples



Metal bands



Metal stitches

JOB: SALES CLERK

Performance Objective No. 6

Given 5 instructor-prepared case histories concerning human relationships, the student will analyze 4 of the case histories with 95 percent accuracy.

Prerequisites

The student will have satisfactorily completed Performance Objective No. 5.

Materials and/or Equipment

Ten instructor-prepared case histories

Activities for Performance Objective No. 6

1. Analyze the case histories according to instructions.
2. Upon satisfactory completion of Project No. 1, ask the instructor for the Performance Objective No. 6 Test.

INSTRUCTOR'S KEY

PERFORMANCE OBJECTIVE NO. 6 EXERCISES FOR ACTIVITY NO. 1

Name_____

Date_____

Score_____

1. The man who works at the counter next to yours and who does similar work is late at least once a week. This tardiness is overlooked since efficient help is hard to get. He, however, asks you to help him catch up so he can leave at the end of the day. What should you do?

Refuse, because you have as much work of your own to do that you would have to work overtime if you did his work.

2. Someone is always taking up a collection to buy a present for someone in the store. You feel that these frequent collections are an imposition. What should you do?

Form a committee who decides amount needed and the type of gifts to be purchased and collect a set amount once a month.

3. Some of the store employees take coffee breaks that last longer than the fifteen minutes allowed. They usually ask you to stay longer, too. What should you do?

1. I have some letters to complete before lunch.
2. I have so many papers to process that it will take me the rest of the day to finish them.

4. A co-worker stops by your counter at every opportunity to chat. Your supervisor is beginning to notice, and you have work to do. What should you do?

Tell him/her that you enjoy his/her company and would be glad to have coffee with him/her during the break or at lunch.

5. Fellow employees asked you to have lunch with them the first day of your new job. They talked unkindly about other people in the store. If you are asked to lunch with them again, what should you do?

1. You always do your shopping during the lunch hour.
2. You bring a sandwich and work during lunch.

INSTRUCTOR'S KEY

PERFORMANCE OBJECTIVE NO. 6 TEST

Name_____

Date_____

Score_____

1. There are 25 people in your department. Even though you have concentrated on learning the names, you are still having difficulty after working with these people for a month. What should you do?

1. List the names of the people in the office
2. Associate people with the job they hold.
3. Study office organization chart which lists names and titles of employees.

2. You have been working for a year and are entitled to a week's vacation with pay. The family plans a vacation in June, and your vacation has been approved for August. Other members in your family cannot change their plans. What should you do?

Ask your boss if a change can be made; if not, take the vacation as scheduled.

3. You have been working for the same company for reveral years, doing an efficient job and getting along well with the other employees. You have been passed over for promotion several times. What should you do?

Ask your boss about suggestions for improving your work and the chances for a promotion.

4. Mary, a member of a minority race, has not been invited by fellow workers to participate in coffee break discussions. Mary is a shy person who hesitates to initiate friendships with her fellow workers. What should you do?

Ask Mary questions designed to draw her into the conversation. Also, ask a friend to help you accomplish this.

5. The supervisor is very demanding, impatient, and critizes all the clerks daily. What should you do?

1. Be sure to ask questions and follow his instructions carefully.
2. Talk with him about his attitude and how it affects your work.
3. Two or more workers might also discuss the situation with the supervisor.
4. If everything fails — quit your job.

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APPENDIX

TAXONOMY OF VERBS USED IN THE DIRECTIONS (TASKS)

ACCOMPLISH - implement, effect, fulfill, to use measures that will ensure the carrying out of

ACKNOWLEDGE - admit, confess, to acknowledge facts or situations

ACQUIRE - obtain, gain, procure, secure, to get possession of

ACTUATE - stimulating and maintaining of performance and effecting corrective measures

ADAPT - adjust, alter, change, vary, to change to fit the situation

ANALYZE - to determine the nature and relationship of parts

APPRAISE - inform, enlighten, notify, to impart information to make easier or faster the performance of the work

ARRANGE - putting into an order or system

ASSEMBLE - gather, accumulate, amass, to bring together from more than one source

ASSESS - evaluate, analyze, appraise, estimate, judge, rate, value, to determine the value of

CHECK - to inspect for satisfactory condition

CLARIFY - explain, elucidate, interpret, rephrase, to make something clear and understandable

COLLECT - securing data, supplies, or equipment

COMPARE - examining in order to determine similarities and differences

CONDUCT - escort, accompany, lead, to accompany for the purpose of guiding or as a mark of courtesy

CONVERT - transform, to make a major change in

CREATE - design, devise, originate, to formulate a plan or pattern to accomplish a desired objective

DEMONSTRATE - show, illustrate, to point out in order to clarify

DESCRIBE - narrate, recount, relate, report, to give an account of in an illustrative manner

DESIGN - devise, draw, illustrate, invent, lay out, originate, to devise for a specific function

DEVISE - design, contrive, plan, invent, to devise for a specific function

DISTINGUISH - differentiate, discrimimate, to determine distinctions by perceiving and evaluating differences

DRAW - devise, design, illustrate, invent, lay out, originate, sketch, to devise for a specific function

ESTABLISH - initiate, inaugurate, institute, introduce, launch, to set going

EVALUATE - analyze, appraise, assess, estimate, judge, rate, value to determine the value of

FAMILIARIZE - orient, acquaint, direct, to acquaint an individual with the office environment

FOLLOW - obey, comply, heed, to follow directions

FORMULATE - design, create, devise, originate, to formulate a plan or pattern to accomplish the desired objective

GATHER - accumulate, amass, assemble, to bring together from more than one source

MODIFY - making changes

OBTAIN - acquire, gain, procure, secure, to get possession of

ORGANIZE - establishing the work environment

PERFORM - carry out, execute, to do what is provided for or required

POLL - canvass, solicit, to determine or seek information by taking of a poll

PREDICT - forecast, anticipate, prognosticate, project, to attempt to indicate future conditions

PREVIEW - to make a preliminary survey for collecting information

PROCURE - obtain, acquire, gain, secure, to get possession

RECEIVE - obtain, acquire, gain, procure, secure, to get possession

RECOMMEND - suggest, advocate, urge, to offer something for consideration

RECORD - placing data or information on paper, film, tapes, or other media

REGISTER - book, enter, log, to enter in a register

REPORT - describe, narrate, recount, relate, to give an account of in an illustrative manner

REVISE - amend, improve, rearrange, revamp, streamline, update, to improve, amend, or update

SEARCH - hunt, investigate, look for, probe, seek, to look for data

SECURE - obtain, acquire, gain, procure, to gettpossession of

SELECT - choose, discriminate, pick, screen, to choose from a number of things available

SPECIFY - detail, enumerate, to give information minutely

STORE - setting aside for future use

SUBMIT - to give to another for consideration

TRACE - copy, facsimile, keypunch, microfilm, photograph, reproduce, typewrite, to make copies of by hand or by the use of a typewriter or copying machine